

Tollcross Housing Association Limited
Minute of the Management Committee Meeting
held online on Monday 23rd November 2020

Present: Andrea Bell (Chair), Chris Elliot, Bill Dougan, Ellen Stewart, Brian McNally, Steve Fleming, Geraldine Connolly, Ellen Garscadden and John McMorrow

In Attendance:

Clive Douglas, Chief Executive	Anne Fitzsimons, Corporate Services Director
Frank Donohoe, Technical Director	Fiona Mills, Housing Director
Alex Quinn, Auditor (Item 3 only)	Marie Campbell, Corporate Services Officer (Minutes)

Item 1

Apologies and Declaration of Interest:

- 1.1. **Apologies:** Gwen Wilson, Esther Skimins, Agnes Philips, Ian Smith and Theresa Findlay
- 1.2. **Declarations of Interest:** None

Item 2

Minutes of Previous Meetings:

- 2.1 Minutes of the Management Committee Meeting held on 26th October 2020
 - i. Matters Arising and Correction to Minute:
 - **Minute item 12 – Homelessness** – It was agreed that the minute should be amended to reflect that a review would be undertaken before the end of March 2021, to consider progress and impact of the allocations going forward.
 - ii. Approval of Minutes – Subject to the above amendment, the Minute was approved by general consent.
 - iii. Decisions taken between Meetings – None.
- 2.2 Minutes of the Audit & Business Committee Meeting held on 10th August 2020 – noted.

Item 3

Annual Assurance Statement – Alex Quinn took members through the report and detailed findings of the recent audit. Following discussion, Committee:

- 3.1 noted the content of Appendix 1 of the Auditor's Report, outlining the standards tested, assessment outcome, action points identified by the Auditor and the proposed management response and action plan.
- 3.2 noted the content of Appendix 2, outlining the standards tested, evidence considered and proposed actions identified by the Auditor.
- 3.3 agreed that in future, any policies identified as out of date should have the last revision date marked in the report.
- 3.4 noted that target dates should be set for completion for each action and the plan brought back to Committee for monitoring. It was noted this is generally overseen by the Audit & Business Sub-Committee
- 3.5 agreed to the proposed revision to the Standing Orders, confirming capacity for meetings to be held remotely as and when necessary. This concluded action point 4.

- 3.6 noted that as a result of moving to level 4 measures, the meeting with the PIN Group required to be cancelled, however, a copy of the presentation has been sent to the Group for consideration and comment.
- 3.7 agreed the response to the Scottish Housing Regulator, that the Management Committee report full compliance within it's Assurance Statement return as at November 2020.
- 3.8 noted that the Statement to the Regulator will be published in the same format as the previous year on the Association's website and appropriate publications.

Item 4 PIN & Events Focus Group Update – Committee noted the update and in particular:

- 4.1 the content of the Landlord Performance Report for 19/20 and agreed that this should be published in the Winter Newsletter, on our website and with copies available at all sites.
- 4.2 approved the proposal by the Events Focus Group, in lieu of the inability to hold events, the Association issue a £10 gift voucher for every tenant 60 years and over, and issue a £15 gift voucher for every child of 16 years and under registered on our database and to donate £100 worth of selection boxes to both the Glasgow North East and Carmyle Foodbanks, noting that notification will be included in the Winter Newsletter.

Item 5 Policy Reviews – Committee considered the policies and agreed:

- 5.1 to approve the Anti-Bribery Policy and note the Equality Impact Assessment with no action required at this time.
- 5.2 to note the Data Protection Policy and Equality Impact Assessment, as approved by the Audit & Business Sub Committee.
- 5.3 to note the Data Retention Policy and Equality Impact Assessment, as approved by the Audit & Business Sub Committee.

Item 6 Membership & Use of Seal Report – Committee approved the application for membership in respect of Reference: 2020/3 with no cancellations during the period Committee approved membership. The total membership as at 30th November 2020 is 115 with the seal being last used on 29th September 2020 to complete a share certificate.

- Item 7 **Broadband Provision to Closes**** – Committee agreed that staff should continue discussions with Messrs Hyperoptic regarding the provision of broadband services so that a detailed report on the options available etc. be brought back to Committee for consideration at a later date.
- Item 8 **Eviction Reports****
- 8.1 **Eviction Report 2** - 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. It was noted that at the time of the report arrears of £3,055 (excluding legal expenses) was recorded. 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 11th November the Committee approved, by general consent, that the decree should be enforced. It was noted that no action will be taken prior to the end of the year and thereafter Committee will be advised if it was necessary to enforce the decree.
- 8.2 **Eviction Report 3** - 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. It was noted that at the time of the report arrears of £2,400 (excluding legal expenses) was recorded. 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 11th November, Committee approved, by general consent, that the decree should be enforced. It was noted that no action will be taken prior to the end of the year and thereafter, Committee will be advised if it was necessary to enforce the decree.
- Item 9 **Rent Review 2020**** – Committee considered the proposal that in recognition of the financial difficulties being faced by tenants during the pandemic, not to increase rents for the year 20/21. Lengthy discussion ensued and whilst the general principle of a no increase was welcomed and agreed, Committee requested that further detail of the steps being considered to mitigate any compound effect on future finances be provided for consideration.
- Item 10 **Chief Executive – Annual Appraisal**** - Committee noted the content of the appraisal which was completed by Andrea Bell, Chairperson, and Chris Elliot, Vice Chairperson on 20th October 2020.
- Item 11 **Glossary of Language**** – Noted.
- Item 12 **A.O.C.B.****
- 12.1 **Level 4 Lockdown** – It was noted that the Association is now only able to provide essential services/repairs with major works being delayed.

- 12.2 **Arrears** – It was agreed that an update on arrears should be brought to each meeting of the Management Committee in order to monitor progress.
- 12.3 **The Pantry** – It was noted that, given the proximity of the two other local facilities and the resource issues, that the Pantry proposed for 213 Braidfauld Street will not proceed at present.
- 12.4 **Update on Incident**– It was noted that the young child, previously reported in the notifiable event as having fallen from a first floor window, is progressing and making a good recovery.
- 12.5 **Sheltered Housing** – It was noted that a local group are preparing to provide high tea trays, free of charge to our sheltered tenants. Committee asked that their thanks and appreciation be conveyed.

Item 13 **Date and Time of Next Meeting:** Post Meeting Note: December meeting brought forward to **7th December 2020 @ 6pm.**