



MINUTES OF THE MANAGEMENT COMMITTEE MEETING

HELD ON WEDNESDAY 28 JUNE 2023 at 6.30p.m.

MEETING HELD IN THE COMMITTEE ROOM OF THE CO-OPERATIVE'S OFFICES

1. SEDERUNT

PRESENT: P. Waddell (Chairperson); A. Cushingam; D. Barnes, D. McNulty; C.Cooper; J. Gracey
G. McNaught; C. Douglas (Co-optee) C. Harvey (Zoom); R. Hartness (Co-optee –
Zoom)

IN ATTENDANCE:

K. Mollins – Director; J. Meechan – Temporary Housing Manager; M. Finnie- Temporary Maintenance
Manager; F. Nicholl – FMD Financial Services Ltd.

Apologies: M. Davidson

Leave of absence:

2. MEETING OF THE MANAGEMENT COMMITTEE

a) 31 May 2023

i) Minute

The minutes of the Management Committee meeting on 31 May 2023 were approved
by A. Cushingam and seconded by D. Barnes.

ii) Matters Arising:

- a) Gas Servicing Contract – The Maintenance Manager advised the Committee
there were negotiations with the gas contractor and a reduction in the annual
uplift from (redacted) which represented a saving of (redacted).
The Committee were agreeable to extend the gas contract to March 2025
within the current terms of the contract.

b) Master Tracker

The Director presented the progress report on the Master Tracker from the meeting
in April 2023 and advised there had been good progress with achievement of many
tasks on the Master Tracker. He highlighted that the Management Team were
progressing key tasks as outlined in the report:

- The options for the estate caretaking flat;
- The deposit of cash reserves in a high interest account; and
- Finalising the update to the Treasury Management Policy
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The Committee noted the content of the report

3. DECLARATIONS OF INTEREST AND NOTIFIABLE EVENTS

It was noted that Committee and staff will declare an interest as follows:

Committee members

- Agenda Item 10 - A. Cushingam, C. Cooper
- Agenda Item 11 - C. Douglas; R. Hartness and D. McNulty

Staff Members would leave the meeting for agenda for the following agenda Items:

- Item 16 – Confidential Business as directed by the Chairperson

Notifiable Events - The Director advised there are two notifiable events \ (NE), which is the review of the staff structure and a new NE for compliance with loan covenants

4. MAINTENANCE QUARTERLY PERFORMANCE REPORT TO 31 MARCH 2023

The Maintenance Manager presented his quarterly performance and progress report on the maintenance service and highlighted the following:

- The performance, quality, satisfaction and financial position in relation to the maintenance service;
- The close monitoring of re-active and void expenditure on a weekly basis to stay on budget, ensuring job orders are clearly defined and coded, insurance claims are lodged and high cost repairs are managed.
- The stock condition survey was tendered and the tender assessment process is being undertaken to inform a report to the Committee to appoint a suitable qualified and experienced company. The survey is expected to be undertaken between August – October 2023

The Committee raised the following queries or questions in relation to the quarterly performance report for the maintenance service

- A Committee member referred to the overspend in the re-active Budget in 2022-23 and questioned the reduced budget for 2023-24 when maintenance costs were increasing in the sector. The Maintenance Manager was operating within the set budget, with close monitoring; increased pre-inspections and management of contractors. The budget position will be reported to the Committee through the quarterly management accounts and maintenance report.

The Committee noted the content of the report.

5. VERANDA & VENTILATION PROJECT

The Director presented his report on the veranda & ventilation project for tenement properties in Glenburnie Place; Wardie Road and Edderton Place and covered the following:

- Background to the project
- The work of the Design Team
- The options for the Veranda upgrade, which included images of the design
- The options for the ventilation of kitchen and bathrooms, which aligned to the veranda design
- Cost information based on information from the consultant, contractors and suppliers.
- Proposed arrangements to consult with tenants and owner-occupiers at a consultation open day on 8 July 2023.

F. Nicholl presented information of the financial costs of the project and covered the following

- The budget provision for the veranda and ventilation project in 2023-24;
- The financial position of the 30 year plan based on indicative costs for design options and ventilation improvements
- The options to fund the project and maintain a strong viable financial position in the 30 year financial plan.
- The assessment of this project in conjunction with the findings from the stock condition survey scheduled in the year.

The Committee discussed key considerations of the proposed Veranda & Ventilation Project:

- The design options to inform consultation with tenants and owner-occupiers;

- The delay in the project over a number of years and the impact on tenants and owner-occupiers;
- Competing demands for funding through the findings of the stock condition survey.
- The financial position with significant increase in maintenance costs, which would impact on the cost of the preferred veranda design option;
- The timeline for the project including consultation, statutory consents i.e. planning consent and application for a building warrant and procurement of the contract.

The Committee's decision was to progress with the consultation open day on 8 July 2023 to hear tenants and owner-occupiers' views, thereafter to present a report to identify the preferred design of the veranda and ventilation arrangements.

A Committee member asked the Director when a report on the consultation open day will be presented to the Management Committee. The Director confirmed the report would be issued in August 2023

17. A.O.C.B

l) Depositing Cash Reserves in a High Interest Account

F. Nicholl advised that she was progressing the application to deposit £1million with the Santander at a rate of 4.2% and had become aware of other accounts with high interest rates and provided details to the Committee. It was agreed the cash would be deposited with Barclays at a rate of 5.74%, which would attract £57,400 in interest to July 2024.

F. Nicholl left the meeting

6. HOUSING MANAGEMENT QUARTERLY PERFORMANCE REPORT TO 31 MARCH 2023

The Housing Manager presented her quarterly performance and progress report on the housing management maintenance service and highlighted the following:

- Current tenant arrears were 2.98% against a target of 3.5%
- Rent collected was 99.91%
- Factoring arrears were reducing due to payment arrangements and write-offs. It was confirmed that progress was being made to set up the Allpay accounts for electronic payments
- Improved performance in managing empty properties due to repairs works being directed and managed by the new Property Officer.
- The Welfare Rights Officer work and increasing caseload and financial Gains.
- Continuing efforts to attract funding to support our tenants through the cost of living crisis and a possible project

The Committee raised the following queries or questions in relation to the quarterly performance report for the housing management

- A Committee member asked about performance information on the % of rent lost due to empty properties, where the output in Q4 was the same as year to date position. The Housing Manager advised the Q4 position would be reviewed and amended accordingly.
- A Committee referred to the rent collected of 99.91% which did not equate to a reduction in rent arrears. The Housing Manager agreed to check the point raised by the member.

The Committee noted the content of the report.

7. REPORT ON DUTY TO CO-OPERATE

The Housing Manager presented her report on the Co-operative duty to co-operate in relation to the allocation of tenancies. She highlighted the following:

- A report on the duty to co-operate was presented to the Committee in August 2022 and this was agreed and has enabled the positive exchange of information between Co-operative and Glasgow City Council.
- The provision of information to inform allocations and managing these lets and existing tenancies.
- Provided examples of situations where the Co-operative would seek information from the Council e.g. direct application, homeless referrals, etc
- An overview of the risks and how these are managed and mitigated.

The Committee discussed the Co-operative's duty to co-operate and raised the following:

- The benefits of partnership working with the Council to exchange information in relation to local residents, existing and prospective tenants.
- The process for referrals and information and decisions on individual cases.

The Committee noted the report and agreed the Co-operative should continue to work closely with the City Council in our duty to co-operate.

13. REPORT ON THE OPERATIONAL PLAN TO MARCH 2023

The Director presented his report on progress against the Operational Plan 2022-23 to March 2023 and outlined the following:

- There has been excellent progress against the work programme in quarter 4 and throughout the year as outlined in appendix 1. The main achievements in the period between January – March 2023 include the review of business, achievement in the internal audit programme commencement of the review of the fully mutual status and staff structure review, performance reporting and grants to support tenants with cost of living crisis.
- Good progress in key areas of the performance scheduled (appendix 2), which were stable rent arrears position, attendance at Committee meetings; significantly improved staff attendance; and a healthy cash balance and loan covenant compliance.
- There are a few areas of slippage included the procurement of planned major repairs, review of the standing orders and maintenance policies, procurement of the stock condition survey and residents' satisfaction survey
- A few areas for improved performance included performance in non-emergencies, average re-let times for empty properties; and staff turnover levels in the year.

The Committee noted the content of the report.

M. Finnie and J. Meechan left the meeting

8. REPORT ON MEMBERSHIP

The Director presented the report and sought Committee approval for the memberships issued and cancelled.

- New Shares – Member Numbers 1484,1485,1486,1487
- Cancelled Shares – Member numbers 487, 1341, 717 and 807

The Director highlighted that there were shortcomings in our management of share applications in the year, but the share certificates and payments were reconciled at the year end. The auditor has advised they may confirm this position in the Management letter

The Committee approved the report.



9. REPORT ON REVIEW OF POLICIES

The Director advised he had spoken to the Chairperson on the arrangements for a review of policies, due to the volume of papers for Management Committee meetings.

The Chairperson asked members for their views on how we could provide more time for Committee to review policies.

The Committee members discussed options including the status quo; issuing policies as electronic business with a longer time for assessment; or issuing policies a month in advance of the meeting.

The Committee agreed that policies would be issued at the same time as papers for the meeting, but not discussed to the following meeting and this would give members circa 5 weeks to assess and comment on the draft policies...

A. Cushingam and C. Cooper left the meeting

10. REPORT ON LONG TERM MEMBERS

The Chairperson presented his report on the review of long term members and advised the Committee in accordance with the Regulatory Framework and the Association's Rules, long term Committee members with 9 or more years' consecutive service must demonstrate their continued effectiveness to stand for re-election at the AGM.

The Chairperson advised that the Management Committee had to decide whether long term members A. Cushingam and C. Cooper continued to be effective, which had been assessed through each members' attendance, training and development; and them demonstrating their objectivity, challenge and effectiveness in the role.

The Committee commented on the members' effectiveness and their position and expectations.

The Management Committee agreed A. Cushingam and C. Cooper continued to be effective in their role as Committee members and they would be able to stand for re-election at the AGM in September 2023. The Chairperson will meet with members to discuss the Committee position and expectations

A. Cushingam and C. Cooper re-joined the meeting



C. Douglas, R. Hartness and D. McNulty left the meeting

11. REPORT ON CO-OPTIONS TO THE MANAGEMENT COMMITTEE

The Director presented his report on the re-appointment of co-options and confirmed that C. Douglas confirmed that he would be standing down from the Committee in September 2023. R. Hartness has expressed an interest to remain a member of the Management Committee.

D McNulty was co-opted onto the Committee in March 2023 and had filled a casual vacancy. She has expressed an interest in staying on the Committee and in accordance with the Rules can stand for election at the AGM without nomination.

The Committee agreed to R. Hartness continuing to be a co-optee on the Committee to September 2024 and noted D. McNulty will stand for election at the AGM.

12. REPORT ON PROGRESS OF COMMITTEE SUCCESSION PLAN TO March 2023

The Director presented his report on progress against the Committee Succession Plan to March 2023 and highlighted the following:

- A new member was recruited through a casual appointment in March 2023, thereby increasing membership of the Committee to 11 members;
- Completion of the annual performance reviews 2022 and reporting of the outcomes by SE Training.
- Completion of training session on business planning and risk management in February
- There were areas of slippage in the Succession Plan with membership of the Committee
- The annual Committee mini-conference has been booked for the Holiday Inn, Edinburgh between 29 September – 1 October 2023.
- He highlighted progress on Committee training, specifically key areas of consideration for the Committee mini-conference.

The Committee had the following comments or questions in relation to the Committee Succession Plan:

- It was agreed that the Chairperson and Vice Chairperson would meet with members who had not had their annual performance review due to ill health or leave of absence.
- The Chairperson confirmed that the sub-Committee had scheduled a meeting to discuss the annual mini-conference on 10 July 2023.

The Committee noted the content of the report



14. REPORT ON PROGRESS OF THE ANNUAL ASSURANCE STATEMENT ACTION PLAN TO MARCH 2023

The Director presented his report on progress against the AAS Action Plan, where achievement would further strengthen our compliance against the Regulatory Frameworks and Regulatory Standards. He highlighted the following:

- The progress against the plan, in particular development of key strategic tasks including the new business plan 2023-26; review of the Corporate Risk Register Procurement of internal and external audits; completion of the residents' satisfaction survey; and commencement of the staff structure review.
- He highlighted key areas that were to be progressed / finalised i.e. governance policies (equal opportunities, standing orders and best value policies); publication of Committee / SMT expenses; complaints training for staff; and publication of performance bulletin

The Committee raised the following queries or questions in relation to the Annual Assurance Statement Action Plan.

- A Committee member asked if there was an audit scheduled on the Annual Assurance Statement. The Director confirmed that the audit was scheduled for 2024, which would include a workshop and training on the process and regulatory expectations and requirements
- A Committee proposed a session on the Annual Assurance process at the mini-conference event.

The Committee noted the content of the report.

15. CORRESPONDENCE

There was no correspondence

17. ANY OTHER BUSINESS

There was no other business

K. Mollins left the meeting

16. CONFIDENTIAL BUSINESS

The Committee attended to confidential business



18 DATE OF NEXT MEETING

Management Committee - Wednesday 26 July 2023 at 6.30p.m. to be held in the Committee room in the Co-operative's office

Chairpersons Signature _____

Date _____