



**DRAFT MINUTES OF THE MANAGEMENT COMMITTEE MEETING  
HELD ON WEDNESDAY 29 MAY 2024 at 6.30p.m.  
MEETING HELD IN THE COMMITTEE ROOM OF THE ASSOCIATION'S OFFICES**

**1. SEDERUNT**

<b>PRESENT:</b>	D. Barnes (Chair), C. Cooper, F. Lavery, A. Cushingam C. Harvey (Zoom), B. Hartness (Casual Appointment)
<b>IN ATTENDANCE:</b>	K. Mollins – Director, A. Nugent – Housing Manager, D. Stewart – Maintenance Manager F. Nicholl – Finance Agent – FMD Financial Services. (Zoom) N. Smith – Business Improvement Officer
<b>Apologies:</b>	P. Waddell
<b>Leave of absence:</b>	

**2. MEETING OF THE MANAGEMENT COMMITTEE**

**a) 24 April 2024**

**i) Minute**

The minutes of the Management Committee meeting on 24 April 2024 were approved by A. Cushinham and seconded by C. Cooper.

**ii) Matters Arising:**

**a) Page 1 (4), Section 2 – Report on Decree for Repossession**

The Housing Manager confirmed the tenant was evicted from their tenancy due to non-payment of rent.

**b) Page 2 (5), Section 2b – Committee Mini-Conference**

The Director confirmed the mini-conference working group held an initial meeting and discussed potential venues, dates and the programme of training for the event.

**c) Page 9 (12), Section 14 – Procurement of Contractors**

The Director advised the Committee he is liaising with a sector procurement consultant in relation to the Procurement Strategy 2024-25.

There were no other matters arising.

## b) Master Tracker

The Director presented the progress report on the Master Tracker from the meeting in April 2024 and advised there had been good progress with achievement of many tasks on the Master Tracker.

The Committee raised the following queries or questions in relation to the Master Tracker

- . A Committee member asked about progress on relocating the Estate Caretaking team from their flat in Glenburnie Place to an industrial unit. The Maintenance Manager gave the Committee an update on a possible unit in the Lochend Industrial Estate

The Committee noted the content of the report.

## 3. AUDIT & FINANCE SUB-COMMITTEE – 13 MAY 2024

### a) Minute

(The minutes of the A&F sub-Committee are for information only)

### b) Matters Arising

- The Chairperson of the Audit & Finance sub-Committee advised the Committee that Tenant Safety had been prioritised for an audit in September 2024.
- Approval of the Year End Audit 2023-24

The Director advised that a Management Committee meeting would require to be held preferably on Wednesday 24<sup>th</sup> July 2024 to approve the accounts and re-appointment of auditors for 2024-25, which would inform the papers to be issued for the AGM.

The Committee agreed to meet on Wednesday 24 July 2024, subject to this being agreeable to Alexander Sloan. F. Nicholl will make contact with the Auditors.

## 4. DECLARATIONS OF INTEREST AND NOTIFIABLE EVENTS

There were no declarations of interest at the meeting.

Notifiable Events - The Director confirmed there continued to be no 'live' notifiable events, although he will discuss this in agenda item 7.

## 5. LOAN PORT-FOLIO RETURN 2023-24

F. Nicholl presented her loan port-folio return to the Management Committee and covered the following:

- The current loans totalled £5.219m and the report covered the maturity dates.
- All loans were fixed, thus providing greater certainty of costs in the financial plans.
- There was security provided for the loans through 405 properties. As a result, the number of unencumbered properties was 290 (41.7%)
- There was strong compliance with loan covenants, which was in keeping with the Management Accounts to Q4.
- A correction was highlighted in Page 4, Facilities, where it should read 'No' against the linked ESG credentials.
- Pages 9 to 15 of the return do not apply to the Association.

The Committee agreed to the submission of the Loan Portfolio return by 30 June 2024.

The Chairperson advised the Committee this would be Fiona's last meeting as our new Finance Manager, Gordon Kerr was starting with the Association on 17 June 2024. He thanked Fiona for her sterling work in the management of the Association's finances and development of financial plans, which has improved the financial position and sustainability of the Association.

F. Nicholl left the meeting.

## 6. MAINTENANCE SERVICE QUARTERLY PERFORMANCE REPORT TO 31 MARCH 2024.

The Maintenance presented his quarterly report on the progress of the Maintenance service to 31 March 2024 and highlighted the following:

- The gutter cleaning contract was complete and there were savings in the final account.
- We were taking the opportunity to install kitchens, bathrooms and boilers in void properties, where they were required due to their condition and age.
- There are currently 4 adaptations on the waiting list, whilst we await our funding allocation from Glasgow City Council for 2024-25.
- Performance in the repairs was good at circa 95% for emergency and right first time.
- The fencing project was 50% complete.
- Landlord Safety
  - 4 gas serves were overdue in Q4.
  - A review of EICRs had highlighted non compliance.
- The stock condition survey was on-going through Hardies with a final inspection following no-access.
- There was an overspend in repairs and voids.
- The interviews for the Maintenance Assistant were scheduled for 6 June 2024

The Committee raised the following queries or questions in relation to the Maintenance report.

- . A Committee member expressed concern about the overspend in the re-active repairs budget. The Director highlighted it was a challenging budget in 2023-24 and discussed the reasons and the potential for improvement through the in-house Trade Team.
- There was discussion about the stock condition survey and the Committee would be content with 60-70% access, as long as all stock types had an appropriate level of inspection to facilitate cloning.
- Tenant satisfaction- A Committee member asked for tenant satisfaction to be undertaken for all contractors and the in-house Trade Team as a matter of urgency.

The Committee noted the content of the report.

## **7. TENANT SAFETY REPORT**

The Director presented a report on Tenant Safety Compliance, which was to provide the Committee with a position statement and assurance on key areas of Tenant Safety. He confirmed Tenant Safety was a key focus for the Association and referred to recent correspondence from the Regulator outlining their expectations of landlords to be assured of compliance.

The Director outlined the format of the report, where it would outline the following against each area of Tenant Safety:

- Legislative obligations and Regulatory Requirements.
- Current Position.
- Monitoring arrangements going forward.
- Key tasks to strengthen compliance in 2024-25.
- A summary the position for each area of Tenant Safety

The Director proposed the development of a Tenant Safety Action Plan, which would be presented to the Committee on a quarterly basis.

The Director referred the position on EICR, where following a review or storage and recording of EICRs from our contractor's portal and our server to our housing database, we had identified there were properties with No EICR or overdue EICR. The Association feel this could be an administration issue, but in the absence of the EICR this is being treated as non-compliance against the SHQS.

The Director outlined the next steps in relation to overdue EICRs:

- To arrange an inspection of the 49 properties by 30 June 2024.

- To submit a 'notifiable event' to the SHE due to non-compliance with the SHQS and a change to our Annual Assurance Statement 2023.

The Maintenance Manager advised the Committee of the following:

- Water Hygiene - Our new plumber was qualified in this area and would be inspecting the 10 properties to assess the opportunity to convert these to mains pressure.
- Fire safety – The close fire risk assessments undertaken in 2023 were not due to reassessment until 2025.
- Asbestos – A review of the Action Plan would be undertaken to take account of the review of the risk register in May 2024

The Committee raised the following queries or questions in relation to the Tenant Safety Report.

- . There was discussion on the position and reasons for the overdue EICRs. A Committee asked if contact had been made with the tenants as they should be provided with a copy
- A Committee member expressed concern about the EICR and said it was disappointing on these being overdue or poor record keeping. The member further stated it was good we have undertaken a review and know the position to be able to fix it.

The Committee noted the content of the report and the submission of a notifiable event to the SHR in relation to the position with EICRs.

## **8. HOUSING MANAGEMENT QUARTERLY PERFORMANCE REPORT TO 31 MARCH 2024.**

The Housing Manager presented his quarterly report on the progress of the Housing Management service to 31 March 2024 and highlighted the following:

- The report covered the KPIs for housing, as well as progress in other aspects of the housing management service.
- Performance in the management of rent arrears was good at 2.59%.
- There was court action planned due to non-payment of rent, although the Housing Manager was confident, we could support tenants and tenants could maintain repayment arrangements.
- An overdue of the factoring position with circa £7k outstanding and the position with policy documents
- Excellent tenancy sustainment levels at 100%.
- The tenancy support services, specifically the Wise Group service to support tenants with energy costs.
- The Welfare Rights Service and excellent financial gains to maximise tenants' entitlements to benefits.

- Progress with cyclical home visits, where 98 have been completed to date.
- The progress with the disbandment of the common housing register, where the Association will manage its own housing list from June 2024

The Committee raised the following queries or questions in relation to the Housing Management report.

- . The Committee discussed the progress of the cyclical home visits and importance to engage and support tenants. The Housing Manager confirmed he has set targets for 2024-25 to improve the number of visits in the year.
- A Committee member asked about the level of non-engagement in the Wise Group and whether this was best value for money. The Housing Manager outlined the referral process and reason for non-engagement, and highlighted £45k had been secured to support tenants in 2024-25.

The Committee noted the content of the report.

## **9. REPORT ON MEMBERSHIP**

There were no new applications for membership in May 2024.

The Director confirmed that a reconciliation exercise had been undertaken and retrospective permission was required for member 1482.

The Committee approved this membership.

## **10. REPORT ON PROGRESS OF OPERATIONAL PLAN**

The Director presented his report on progress against the Operational Plan 2023-24 to March 2024 and outlined the following:

- There has been good progress against the work programme in the year, despite challenges associated with staff turnover and the work in key strategic tasks. Appendix 1 details the progress, specifically with the completion of key tasks in the quarter January – March 2024 e.g. reporting on governance matters, the annual review of business, Committee members' performance reviews and the Committee Succession Plan; the progress to implement the Trade Team, the annual increase of the rent, management fee and service charges; and good financial management by FMD in their reporting, investment, audit arrangements, planning and regulatory submissions.

- Good progress in key areas of the performance scheduled (appendix 2), which were financial position – cash reserves, covenant compliance, stable rent arrears position, income collection, improved repair service gas servicing,
- There are a few areas of slippage included the review of governance and service policies; staff performance reviews due to the implementation of the new staff structure; operational work plans; and deposit of the cash reserves with Barclays, cyclical and planned major repairs.

The Committee raised the following queries or questions in relation to the Operational Plan report:

- . A Committee member highlighted the report was comprehensive and answered her questions.

The Committee noted the content of the report.

## 11. REGULATORY SUBMISSIONS

### a) Annual Report on the Charter 2023-24

The Director presented the report on the Annual Report on the Charter 2023-24 for submission to the SHR by 31 May 2024. The Director referred Committee to appendix 1, which showed the performance in 2023-24 compared to 2022-23 and the average for the housing sector in 2022-23 and advised Committee on the following:

- The main highlighted included management of arrears, gas safety, anti-social behaviour, improvement in the repairs service, stage 3 medical adaptations, as well as tenancy sustainment levels and tenant satisfaction;
- There were areas where performance or outcomes in the year were less favourable, these included staff turnover rates, the position with overdue EICRs, offers of housing and an increase in void lost rent.

The Committee raised the following comments and questions in relation to the Annual Report on the Charter

- There was a correction in the covering report where it should read 49 as opposed to 490 EICRs
- . The Chair asked the Housing and Maintenance Manager of their experience with the ARC. They stated it had been challenging but a worthwhile exercise and they were in a better place to identify areas for improvement in the administration and performance.

The Committee approved the Annual Return on the Charter 2023-24, which will be submitted to the SHR by the Director via the Regulator's portal.

## b) Stock Profile

The Director advised the Committee of the regulatory submission on the Association's stock profile.

He advised there was no change, where the Association own 694 properties and their breakdown of size and type.

The Committee approved the submission of the Stock Profile as at 31 March 2024, which will be submitted to the SHR by the Director via the Regulator's portal.

was required to submit Committee the

## 12. REPORT ON IMPLEMENTATION OF THE STAFF STRUCTURE

### a) Report on Progress Against Implementation Plan.

The Director presented his report on progress against the implementation plan to May 2024 and covered the following:

- An overview of the process and timeline for the review of the staff structure;
- The key areas of the Implementation Plan, which were:
  - The appointment of Senior Management Team positions:
    - Gordon Kerr, F&CS Manager / Depute Director has been appointed and starts with the Association on 17 June.
  - The progress of the recruitment of officer, administration and caretaking positions. He drew Committee's attention to section 2.6 of the report detailing new staff members.
  - Trade & Estates Team  
The Chargehand Estate Caretaker's interviews were scheduled for 4 June 2024
  - Staff significantly affected by the review.  
The Director confirmed this had been concluded and staff members appointed to suitable alternative roles.

The Committee raised the following queries or questions in relation to the Implementation of the Staff Structure.

- A Committee member asked about staff members leaving and whether this was for flexible working. The Director advised there were a number of reasons and increased flexible working was a factor.



- The Committee were pleased with the performance and due to progress and impending completion of the review of the staff structure the progress report would no longer be required.

The Committee noted the content of the report.

### **13 HEALTH & SAFETY**

The Director presented his report on a Health & Safety Work Programme for the years June 2024—June 2025, which would attend to key areas and the requirements of the H&S Manual.

The Director took the Committee through the Work Programme, which covered the annual signing, H&S Working Group, Record Keeping, Safety (fire, gas, electrical, kitchen, etc), first aid. Training and risk assessment.

The Committee raised the following queries or questions in relation to H&S report and work programme.

- A Committee member asked when the first progress report would be presented to the Management Committee. The Director confirmed in October for the period June to September 2024.

The Committee noted the content of the report.

### **14. Staffing Reports**

- a) Report on Staff Sickness Absence – October 2023- March 2024

The Director presented the bi-annual report on Sickness Absence and covered the following:

- The report outlined sickness absence by department and compared absence levels between 2023-24 and 2022-23;
- The % of sickness was 2.93% in 2023-24 compared to 8.49% in 2022-23
- There were 53.5 days short term absence between October-March 2024 compared to 29 days in April – September 2023.
- There was one long term absence equating to 50 days compared to 127 days in 2022-23; and
- 28% staff had no absences; and 55% had 2 or more days absence.

The Committee raised the following comments and queries in relation to the report on Sickness Absence:

- A Committee welcomed the monitoring and the completion of key interviews in the sickness absence procedure.
- The Director highlighted there would be training for the new Management Team to ensure completion of return to work and formal meetings to discuss and support staff.

The Committee noted the content of the report.

## **15. REBRANDING OF THE ASSOCIATION**

The Director presented his report on the rebranding of the Association and the new logo and outlined the following:

- The process for the development of a new logo, specifically the:
  - Working group's meeting with the design company
  - The consultation on options identified by the Working Group
  - The findings of the consultation:
    - The preferred logos which were 11, 12 and 1 a
    - The comments on the colours and other design features.

The Committee discussed the rebranding and new logo for the Association and their decisions were as follows;

- Logo 11 and following lengthy discussion agreed to the colours noted.
- The Committee were agreeable for the wording from our Vision , 'A Great Place to Live' to be included in the new logo.

## **16. CORRESPONDENCE**

There was no correspondence.

## **17. CONFIDENTIAL BUSINESS**

There was no confidential business.

**18. ANY OTHER BUSINESS**

- a) Local Environment – A Committee member expressed concern about the condition of the local environment, specifically areas covered by the Association. The Director confirmed he will discuss this with the Housing Manager and report to the Committee

**18. DATE OF NEXT MEETING**

Management Committee Meeting

- Wednesday 26 June 2024 at 6.30p.m. on the Committee room.

Chairpersons Signature: \_\_\_\_\_

Date: \_\_\_\_\_