

**Minutes of Management Committee meeting – Thursday 27th April 2023
In Southside House at 6.00pm**

Action

Present: Alex Cameron (AC), Munir Choudry (MC), Betty Macneill (BM), Surjit Chowdhary (SC), Alison Devlin (AD), Shirley Robison (SR), Margaret McIntyre (MM), Ruth McCluskey (RM), Elisa Campanaro (EC).

In attendance: Paul McVey (PM), Norma Taylor (NT), Mandy Wright (MW), Donna Reilly (DR), Pauline Fletcher (PF), Des Phee (DP), Aileen Radford (AR), Lorna Shaw (Research Resource)

**Item 1:
Apologies &
Attendance** Apologies received from Iain Dyer and Liz Ely.

**Item 2:
Conflicts of
Interest** No conflicts of interest for noting.

**Item 3:
Presentation
on Tenant
Satisfaction
Survey** Lorna Shaw from Research Resource gave a presentation to committee on the main highlights from the recent survey.
948 tenants were interviewed with a 51% response rate. A margin for error of +/-2.2% was allowed.

	2023	2019	ARC 21/22
Overall Satisfaction	84%	85%	88%
Keeping tenants informed	93%	98%	91%
Opportunity to participate	98%	91%	87%
Quality of home *	77%	85%	85%
Satisfaction of LAST repair	71%	-	88%
Management of neighbourhood	93%	94%	85%
Value for Money	68%	68%	83%

* When looking into responses for quality of home – tenants not happy with their heating system, doors and windows.

Lorna broke down some of the key information with some headlines being that –

- 94% of tenants preferred methods of contact was via phone;

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- 91% of tenants find the rent either affordable or just about affordable;
- 21% of tenants are having difficulty heating their homes;
- 35% of tenants have chosen not to put heating on due to affordability; and
- In terms of tenants' priorities, 83% of tenants state the quality of their home, and 78% of tenants refer to our repairs service as being areas that they would prioritise.

MC asked if it is now easier to find contractors which might help reduce the complaints. PM commented it is currently proving difficult however the Association is procuring new contractors with a proposed start date in September 2023, and it may be that we experience more complaints until we reach this timescale. That said, NT noted that there are less complaints now on repairs.

SC noted that the figures are worse than the previous survey in 2019. PM advised that while the figures are down, he was surprised that the level of satisfaction remains relatively high given the service issues experienced.

SR asked how staff felt about the results. PM commented that the results are in the process of being disseminated and for certain areas more focus is taking place in order to develop an action plan, for example, experience of mould and dampness was a question, and we now have a list of addresses. This has been a useful piece of work.

Committee should note that the Estates Service figures have been sustained and in some cases improved - close cleaning, concierge etc.

Committee thanked Lorna for the presentation.

Item 4: Minutes of meetings

Management Committee meeting – 30.03.2023

No corrections for noting – committee approved the minutes.
Proposed by MM and seconded by RM.

Confidential Minute – 30.03.2023

Committee approved this minute – proposed by AD and seconded by SC.

SFARS meeting – 08.03.2023

Committee noted the minute.

Audit Sub-Committee meeting – 23.03.2023

Committee noted the minute.

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Item 5: Matters Arising	<p>Single Building Assessment – application being prepared for 150 Berryknowes Avenue for Net Zero Funding. Waiting on response from Scottish Government.</p> <p>Orchard / MRI System Review – response from Orchard and NT is now engaging directly with them. A meeting will be arranged in person.</p> <p>PM has met with an independent consultant who will carry out a review.</p> <p>Rent Arrears Policy – there was an error in the last report with regards to the review date. The policy was last reviewed in April 2022 and there may be a further review before 2025.</p> <p>Appraisals – committee appraisals are now all booked in for 11th and 15th May.</p> <p>SR, AC and MM will carry out the CEO appraisal over the next few weeks.</p>	<p>NT</p> <p>PM</p> <p>PM</p>
Item 6: Management Committee Workplan	<p>DP advised that this is the schedule for 2023/2024.</p> <p>There will be a list of policies to be brought to committee over the next year.</p> <p>AC commented that this is a good indicator for Committee to see at a glance what is coming to committee at any time.</p>	
Item 7: Lettings Plan 2023/2024	<p>PF advised that this is an annual plan written in accordance with SHR's relevant Charter indicators and SHA's Allocations Policy.</p> <p><i>Development Projects</i> – this section details the properties in the pipeline, and these will be added to the stock mix.</p> <p><i>Letting Target Performance</i> – Table 5.0 shows the targets set and achieved. Committee should note the homeless target has been exceeded. The figure should be 64% and not 62%</p> <p><i>Challenges</i> – the number of abandonments/evictions has increased from 7 up to 15 in the last year.</p> <p>PF noted that the overall lettings performance is good, however improvements can be made.</p> <p>There are strong tenancy sustainment figures and the Association will work at marketing the 'harder to let' properties.</p> <p>The following table gives a breakdown of the proposed Lettings Plan.</p>	

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<i>Type of Let</i>	<i>Proposed % of overall lets</i>
Homeless	60%
General Housing List	22.5%
Transfer Applicants	15%
Refugee Resettlement Scheme	2.5%
TOTAL	100%

MC queried the Equality Impact Statement on page 1 as this states ‘no significant equalities implications identified’. PM noted that the Allocations Policy does have an Equalities Impact Assessment but this report does not. MC asked if ‘no’ could be taken out. PM agreed that an Equalities Impact Assessment would be carried out on this Plan retrospectively.

MC also asked if the Association’s competitors have high rise and deck access properties. PF added that a number of associations do have the same types of properties. DP added that Queens Cross, Glasgow West, West Whitlawburn Housing Associations all have high rise properties. PM noted that the ARC benchmarking will look at this.

MC commended staff for their work in relation to the reduction in refusals.

Committee approved the Lettings Plan – proposed by BM and seconded by MM.

**Item 8.1:
Qtr. Report –
ARC**

PF went over the report, highlighting the main points.

- Average time to re-let properties – this has increased with the main factor being time taken to complete void repairs, issues with meters and health & safety checks.
- Gross rent arrears – this has reduced over the last quarter and staff continue to offer advice and assistance to all those struggling with payments via our Welfare Rights and Money Advice Team
- % of tenancy offers refused – a slight increase from the last quarter to 31% which is still below the Scottish Average.
- Average days to resolve Stage 1 complaints – 39 complaints resolved this quarter and 18 within timescale.
- Average days to resolve Stage 2 complaints – 17 resolved 17 complaints this quarter. 7 resolved within the timescales.
- Average time taken to complete emergency repairs – this quarter has seen the average time improve and now within the SHA target of 4 hours.
- Average time taken to complete non-emergency repairs – this quarter has seen a deterioration. City Building

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performance has been an issue and the responsive repairs contract is currently being reviewed with a view to going out to tender in May.

- Gas Safety – 100%.

SR asked if benchmarking figures could be given for 4-5 years ago as well as peers. PM confirmed staff will draw up this information. He also noted that the days to let figure is so high but to be assured this will improve.

Committee noted the report.

**Item 8.2:
Qtr. Report –
Tenant Safety**

PM highlighted an area of concern with the Electrical Safety Checks (EICR). There had previously been issues with our contractor Consillium. They have left and last year's programme was not completed. ****Minutes redacted in relation to confidential information****

There is now a new contractor in place and a programme of works is being set out. The Association will also force access for EICR work, similar to our approach to gas safety.

PM noted due to recent changes, if there is a fail in EICR in most cases this will reduce our SHQS compliance figures.

Section 7 within the report details the Fire Risk Assessments due for properties. Some of these noted relate to Queensland Court which will be covered in the single building assessment and funding will be received for this work. The top three high priority relate to Newark Drive.

Follow up reviews will take place with a view to updating this information and planning out improvement works.

Committee noted the report.

**Item 8.3:
Qtr. Report –
Projects**

DR summarised the main projects.

St. Andrews Drive – handover of the first block is imminent with the other blocks following on week on week.

McCulloch Street (Fire Building) – DR met with loss adjusters and they have now issued a report to the insurers who will advise on the funding to be received.

Mosspark Church – DR meeting with the planners to discuss the revised numbers.

DR

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Heating & Hot Water System Upgrade – Saltire will start march ins, early May, to the properties within the T84s who did not take part in the ASHP programme.

DR

Scottish Government Net Zero Funding Application – application being drawn up for 150 Berryknowes Avenue.

Committee noted the report.

**Item 8.4:
Qtr. Report –
Complaints**

The report covers the last quarter – January to March 2023.

51 complaints received – 37 investigated at Stage 1 and 14 at Stage 2. This is a reduction from 85 received last quarter.

53% of Stage 1 complaints were closed within timescale. 50% of Stage 2 were resolved within timescale.

The main type of complaints received relate to repairs and maintenance. 2 received were equalities related.

Complaints about dampness and mould seem to relate to modern builds being more affected.

There was some discussion around data protection breaches and whether these are reported to the police. DP commented that not everything would be reportable to the police or the ICO. Not all breaches are a criminal offence. The Association does have a Breach Register which is available for anyone to view.

**Item 8.5:
Qtr. Report –
Information
Governance**

DP advised that there were no FOI/EIR requests received this quarter. One Subject Access Request received.

Two personal data breaches were noted within the report. PM advised that there are a few lessons learned from this and there will be changes in future.

Committee noted the report.

**Item 9:
Financial
Regulations**

MW advised that this document complements the Delegated Authority Policy. This document has been updated and all amendments are noted in blue. The Appendix attached is the Delegated Authority for staff levels and these are being reviewed in line with the new Purchase to Pay system.

Committee noted the amendments and approved the Financial Regulators – proposed by MC and seconded by MM.

Item 10:

PM advised that this Annual Plan is set to align with the Business Plan objectives. PM gave a presentation to Committee reviewing the outputs and successes from last year and noting objectives

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**Internal
Management
Plan**

for the coming year. Targets will be developed throughout the year. The presentation looked at the following:

Housing & Communities

- Advice Team
- Community Initiatives
- Concierge & Mobile Facilities
- Neighbourhood Services
- Income Maximisation

Property Services & Investment

- Development & Investment
- Reactive & Void Repairs

Finance & Corporate Services

- Financial Services
- Governance & Corporate Team
- HR
- I.T.

Customer Services & Projects

- Care & Repair
- Customer Services
- Saffron

Appendix 1 details the staff structure and Appendix 2 details the plan for the coming year for each team.

Committee found the structure really helpful showing where everyone sits within the organisation.

MC asked about the rent in advance and how this will be implemented. PM noted that this will take some time. It has already started with new tenancies.

MM asked about the different contractors and what about City Building. PM noted that City Building have been advised that their reactive maintenance contract will not be extended. They will be able to tender for the new work.

Committee approved the Internal Management Plan – proposed by EC and seconded by RM.

DP asked committee for approval to extend Standing Orders – this was agreed.

**Item 11:
Renewal of
Lease of
Properties to**

DP commented that the leases were set up for properties leased to SFARS as Mid-Market Rent properties. The leases were approved by the management committee for a five year period and a number of these leases are now beyond or approaching the

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**SFARS for
MMR**

five year lease period. Legal advice has been sought and the Association has been advised that as there is no notice of the lease ending, it just continues.

Committee is asked to grant approval for the leases between SHA and SFARS to be extended for another five year period.

Retrospective approval will also be sought for the properties numbered 1-94 in Appendix 1 where the lease has expired and a new lease would take effect from the day following expiry of the previous lease for a period of 5 years.

Approval is also sought to extend the lease period of those properties numbered 95-148 which are approaching their current lease expiry date from May 2023 to the end of this year.

As current leases approach their expiry date further reports will be presented to the Management Committee for approval for an extension of the current lease.

SR noted that tacit relocation is annual and what would the process be for new leases. PM commented that the lease agreement would be updated and have a schedule attached that can be signed by both SHA and SFARS. DP advised that the legal advice is to draw up a new tenancy lease agreement and bring back to committee.

DP

**Item 12:
Chief
Executive's
report**

Governing Body Appraisals – schedule for May.

St Andrews Drive Landscape Study – this is ongoing.

Local Lettings Plan Targets – the target is 60% and this can be met.

Rent Protests – PM commented that the Association need to be careful on any narrative being issued to tenants. There is a competitive element within associations regarding this, however we all need to be clearer on the rent consultation.

SR asked what is being said about the protests at Queens Cross HA and are there any lessons learned. PM noted that it is unacceptable when anything imposes on someone's personal life and everyone should note that the rent is a consultation, not a vote. The forum bodies however are unlikely to "give oxygen" to the protests by making a statement, instead the lessons will be about a more considered approach in future years to the narrative around the rent consultation process. Discussions to be held with SHR by GWSF.

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Fair Work First Statement – this was approved by Committee – proposed by MM and seconded by BM.

- Item 13.1
Disposal of
Property** *11 Auldburn Place – Flat 1/1*
This property was purchased in December (sharing owner buy back). Committee approved the lease to SFARS for mid-market rent – proposed by BM and seconded by MM.
- Item 13.2:
Properties
Identified for
disposal
through
disposal
strategy** Committee previously approved the Disposal Strategy and this report details a number of properties which are now considered for disposal.
- For properties acquired as part of Second Stage Transfer the Council will be reimbursed with 80% of the value obtained minus costs. For the properties outwith SST the grant received at the time of the acquisition will also have to be repaid to Scottish Government.
- There are 2 properties in Forth Street and PM will speak to GCC regarding the East Pollokshields Partnership Agreement prior to sale, as the Association does not own anything else in the street. **PM**
- Committee approved the report – proposed by EC and seconded by AD.
- Item 14:
Governance
Matters** Nothing to report.
- Item 15:
Relationship
with other
bodies** *Cardonald Area Partnership* – MM gave an update on the last meeting.
- Maria gave a presentation on the Queensland Community Hub.
 - Police noted an increase in drugs raids
 - Problem with parking at schools
 - Anti-social behaviour a problem in Bellahouston Park – Policy advised that the free bus travel for young people is adding to the problem
 - Fire Service noted an increase in false alarms within business premises as well as an increase in car fires.
- Item 16:
SHR
Information** Nothing to report.
- Item 17:
Any other
competent
business** Nothing to report

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Item 18: The next meeting will be held on **THURSDAY 25th MAY at 6.00pm.**
Date of next meeting

Bite size training session will be held prior to the next meeting at 5.00pm in the office.