

**Minutes of Management Committee meeting – Thursday 24th November 2022
Southside House and remotely via Zoom at 6.00pm**

	Action
Present:	Alex Cameron (AC), Munir Choudry (MC), Alison Devlin (AD), Iain Dyer (ID), Betty Macneill (BM), Ruth McCluskey (RM), Margaret McIntyre (MM), Shirley Robison (SR), Liz Ely (LE), Elisa Campanaro (EC).
In attendance:	Paul McVey (PM), Mandy Wright (MW), Donna Reilly (DR), Des Phee (DP), Pauline Fletcher (PF), Aileen Radford (AR), Elaine Byrne, Arneil Johnston
	AC welcomed everyone to the meeting and advised that Elaine Byrne from Arneil Johnston will join the meeting at 7.00pm. The order of the agenda will change slightly to accommodate this.
Item 1: Apologies & Attendance	No apologies received
Item 2: Conflicts of Interest	Conflicts of interest were noted for the following:- MM, AD and BM noted a conflict of interest in Item 8 – Rent Consultation Proposal. All staff in attendance noted a conflict of interest in Item 15 – Chief Executive Report (Wages Ballot for EVH)
Item 3: Minutes of meeting 27.10.2022	Corrections – no corrections for noting Matters Arising – no additional matters arising for noting. Minutes approved by committee Proposed by MM and Seconded by SR. Confidential Minutes Approved by committee Proposed by ID and Seconded by RM.
Item 4: Matters Arising Schedule	Item 4 Thermostatic Valves – PM advised that this has been ongoing for a number of months with no progress and he will review this in more detail in the New Year. PM Item 6 Cost of Living Crisis – this will be discussed in detail later on in the agenda. Item 8 *Minutes redacted to protect commercial interests*

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DR

**Item 7:
Queensland
Environmental
Improvements
Update**

PF advised committee that there is a shortfall in funding from the tender costs received. Discussions are ongoing with the Council regarding the figures. The shortfall is £247k.

PF is looking at how to reduce costs, e.g. cheaper materials, changes to various parts of the works

PF will be working on the figures and will report back to committee in January.

PF

Committee approved the recommendation that if costs are brought in line with the secured funding the project can proceed allowing GCC to accept the full project tender from the preferred contractor.

Proposed by RM and seconded by BM

**Item 9:
SHQS/ESSH 1
& 2 Delivery
Progress
Report**

DR gave an update of the current position

- Failings with the upgrade of heating systems to 400+ properties. This is a moving target due to the private acquisition programme.

The programme of works for 2022/23 details smoke and heat detectors, electrical safety testing, heating system, lifts.

MM asked about the window insulations. DR advised that the T84s would be around March 2023.

AC asked if the heating is gas boilers being replaced. DR advised that it is white meter heating that is being replaced with Dimplex heat system.

SR asked if the programme is achievable and are tenants being kept up to date. DR commented that communication for tenants is being prepared and this will explain the delays and give a note of timescales.

DR

AC asked if the interlink fire alarms were on target. DR commented that there has been difficulties with access however the numbers are reducing slowly. As yet forced access has not been considered, but the association will move to this shortly.

**Item 10:
Disposal &
Acquisition
Review**

DR noted in the report the success of the private acquisition programme from 2014 to date. The Association has been given £18.3m council grant for this programme. However the Association now needs to take stock of where properties are as some are in blocks where the Association will never have majority ownership.

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It is proposed that the Association will review the location of each property acquired to date to determine levels of ownership in the blocks. Where ownership levels are low the Association may consider disposal.

Committee approved the recommendation to allow Officers to carry out a review of our stock portfolio and provide further reports where disposal of a property is recommended.

DR

Proposed by MM and seconded by BM.

AC commented that it may be useful to dispose of properties sooner rather than later as prices may fall.

**Item 11:
Internal
Management
Plan – 6 month
review**

PM gave a presentation noting the progress over the last 6 months.

- Welfare Benefit and Money Advice who are a critical part of the business and bringing in a large amount of funding which allows the association to issue fuel vouchers, food vouchers and will provide supermarket vouchers over the coming months.
- Care and Repair are also providing an essential service and have carried out 2000+ small repairs.
- Community Initiatives have had three successful holiday food programmes over the year as well as Smiley Saturdays, Walking Group and Queensland Community Park.
- Bulk uplift has been a success, dealing with more than 250 uplifts.
- Private acquisition programme is ongoing.
- Governance appraisals and inductions going well and committee have a healthy attendance at meetings.
- Maintained Investors in People Gold Award and Investors in Young People accreditation.
- Staff turnover was within target however sickness slightly over.
- Gas safety complete
- 7 Saffron tenants moved on to permanent housing.

There are challenges to be aware of also:

- Care & Repair small repairs need to be increased with other RSLs
- Concierge staffing is difficult
- Complaints management
- Orchard Integration and roll out – the digital platform has been suspended, reporting and usage to be improved and training required.
- Planned maintenance delivery
- Cost increases
- Affordability of new build / deliverability
- Reducing arrears in the current climate

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- Void loss due to contractor delays
- Repairs performance
- Poor management information – repairs contract
- Price increases.

Plans moving forward

- Funding bids
- Implement new IT Strategy
- Further develop Orchard
- Submit for Quality Mark Assessment Care & Repair
- Commence Queensland Community Park
- Open Cardonald Larder
- Equalities and Tenant Satisfaction Survey
- Complete Strathbungo Phase 2
- Complete Phases 2 & 3 St. Andrews Drive
- Conclude Purchase to Pay Project
- Review Training and Development Plan/Strategy
- Prepare and implement new void management procedures
- Work on improving completions / invoicing with City Building

Changes

- Need to make the Business Plan work
- Decisions on investment, new build, services and staffing
- Review asset management and investment spend
- Reactive maintenance contract
- Organisational change
- Job Description review
- Conduct independent review of Orchard

SR commented on the positive feedback. SR raised a question regarding the complaints review and in particular issues with dampness, given the current case in England. Committee will need some reassurance. PM advised that the association has signed up to a project 'Internet of Things'. DR gave some information on the project which puts sensors in properties to identify dampness and monitor the problem.

**Item 12.1:
Freedom of
Information
Policy**

DP advised that this policy was developed in October 2019 and this review takes into account recommendations made by BDO's Internal Audit in November 2021.

The changes are noted within the attached report.

There is one recommendation within the Equalities Impact Assessment – the Association needs to review its website in relation to access compliance standards e.g. impaired vision, motor

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difficulties, cognitive impairments or learning difficulties or impaired hearing. The implementation date for this is October 2023.

EC asked how many requests are received under FOISA. DP commented that this is reported quarterly. This year there has been 8 requests under FOI and less under Environmental requests. On average one per month.

The policy was approved by committee –

Proposed by AD and Seconded by MM

**Item 12.2:-
Declaration of
Interest Policy**

DP advised that this policy was developed in July 2016. It was highlighted through the Annual Assurance Statement 2022 process and self-assessment as an improvement action and added to the Governance and Financial Management Improvement Plan. All changes are noted within the report.

This policy was approved by Committee –

Proposed by SR and Seconded by EC.

**Item 13:
Consolidated
Accounts
2021/22**

MW advised that these accounts are a consolidation of both Southside HA and SFARS.

Committee approved these accounts

Proposed by ID and Seconded by MM.

**Item 14:
Service
Contract
Renewal**

Passenger Lift Servicing & Maintenance

Ewing Somerville Partnership were appointed by the Association to carry out a procurement exercise following the end of the current contractual period for the Servicing and Reactive Maintenance of 44 x passenger lifts and 5 x disabled platform lifts

Section 5 gives details of the tender which is an increase of around £13k which is not significant

Committee approved the successful tender from City Building for best value.

Proposed by MM and Seconded by BM.

**Item 5:
Business Plan
Review –
Impact of
Crisis**

****Minutes redacted to remove confidential information****

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**Item 6:
Mid Year
Budget Review**

Overall the revised budget has resulted in an increase in the projected surplus from £543k to £1,452k. The increase is mainly due to additional grant income of an estimated 3500k along with a reduction in the planned maintenance budget for this year.

McCulloch Street site start for fire damage has been pushed back to January 2023. The full costs of £1.2m have been moved into next year's budget.

All covenants are fully compliant.

MW advised that the detailed review was discussed at the recent SMT meeting.

Committee noted an uplift in the spent which relates to utility costs (400% increase) and insurance costs (new build revaluation).

Committee approved the revised budget

Proposed by EC and seconded by ID.

**Item 8:
Rent increase
proposal**

PM went over the main points within the report.

- The business plan projections are currently based on the annual (September) CPI inflation rate plus 0.5% to ensure future viability
- If the assumptions are applied then SHA would be recommending a potential rent increase of 10.6% - this increase on a typical 1 bedroom tenement flat would be an additional £8.40 per week.
- Scottish Government should make an announcement in January 2023 regarding a rent cap or freeze
- Increasing the rents of CPI +0.5% is not recommended due to the high rate of CPI.
- Annual inflation has more than doubled from a year ago, food prices are higher, gas, electricity and other fuels are much higher
- The Association is also affected by the increase in costs – utility costs increased by 400%, construction and maintenance increases up to 30% as well as overhead costs.
- Looking at the tests of potential rent increases from 3% through to 10.6% all SHA standard rents now pass the affordability test with the exception of 2 scenarios (both at 10.6% increase).
- The business viability is as important as rent affordability
- Committee noted the impact of rent increase table covering 3%, 5%, 7% and 10.6%.

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PM would recommend an increase of 5% but this will be deferred until the meeting of 19th January.

Committee noted the report.

DP asked to suspend standing orders – no objections.

Proposed by MM and seconded by RM.

**Item 15:
Chief
Executive's
Report**

PM went over the main points within the report.

2. EVH Salary Increase Consultation – staff will leave the room to allow discussion on this.

3. The Well Update – waiting on building warrant being approved.

4. Queensland Ct Incident – a water pump failed but unfortunately residents had left taps on etc. This caused water ingress in various parts of the building. PM was delighted with how staff dealt with the emergency. Everyone was looked after.

5. Reactive & Voids Maintenance Contract – PM had a meeting today with City Building. The Association currently works to schedule of rates contracts, however City Building want to move to an open book approach which could be more expensive. PM is currently looking at other framework agreements to service the business.

PM

6. Moss Heights – a newsletter will go out next week to Moss Heights residents.

7. Notifiable Event – **Minutes redacted to remove confidential information**.

Staff left the meeting to allow committee to discuss the salary increase consultation.

Staff returned and AC advised that committee did not like the 'split' nature of the proposal. Happy to agree the 5.25% increase but not agreeing to the payments of £150 being made to staff. This will be an additional cost to the association for this financial year.

PM commented that EVH are taking cognisance of the current climate, but will feedback Committee's decision.

PM

**Item 16:
Minutes of
staffing sub-
committee
meeting**

Minutes noted.

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- Item 17:
Governance
Matters** **Application for Membership** – Committee approved application no. 399 **Minutes redacted to protect third party personal data**
- Proposed use of the seal** – Committee approved the item noted.
- Use of the Seal** – Committee approved Seal No. 1284
- Item 18:
Relationship
with other
bodies** **EVH** – BM attended the recent meeting where the main item was Mental Health at Work. Very interesting.
- Cardonald Area Partnership** – MM attended the recent meeting and the main points discussed were libraries, new Chief Inspector at Govan Police, funding applications discussed – one approved for Queensland Park and one for Halfway Park.
- Item 19:
Notifiable
Events** **Ref 30290** – a progress report to be provided by SHR by end January.
- Ref 3026** – closed off by SHR
- Item 20:
Any other
competent
business** MC raised a question about whether Management Committee should be called Management Board. There was some discussion around this and it was agreed to look at this when there is a review of governance at a future date.
- Item 21:
Date of next
meeting** Extra meeting on Thursday 19th January 2023 followed by Management Committee meeting on 26th January 2023.