

**GOVANHILL HOUSING ASSOCIATION
MINUTES OF MANAGEMENT COMMITTEE MEETING
WEDNESDAY 4th DECEMBER 2019 AT 6.30PM
SAMARITAN HOUSE, COPLAW STREET**

PRESENT: Annie Macfarlane (Chair)
Elizabeth Klein
James White
Iain Doherty
Wilma Logan
Celine Whitby
Ghazala Hakeem
Keith Kintrea
Mujeeb Ur-Rehman

IN ATTENDANCE: John Quinn, Director
Ken MacDougall, Head of Development & Regeneration (HDR)
Alan McDonald, Head of Housing & Property Services (HHPS)
Chris Mochan, Information Officer (IO)
Liz Campbell, Minute Secretary

1.Apologies

John McLardie

2.Declarations of Interest

None

3.Minutes of Management Committee held on 23rd October 2019

Matters Arising – Notifiable Event

This issue arose in June and an update was given to Scottish Housing Regulator (SHR) this week. The solicitor for the tenant accepted the payment offered but then asked for a further sum to cover legal fees. There was an offer made towards these costs but this was not the full amount that was asked for. A claim has now been passed to a personal injury claims company. An update will be provided at the January meeting.

The minutes were proposed by Ghazala Hakeem and seconded by Celine Whitby.

4. Quarterly Information Report – For Information

The report was presented by Chris Mochan, Information Officer and the following points were highlighted.

- Table 2 shows that there has been a 30% reduction in complaints against this time last year.
- 4 – Lessons learned from this – there has been a large increase in the number of properties that are factored so an increase in complaints is to be expected.
- 3.4 staff complaint – GDPR Training has been delivered and staff are more aware of information sharing
- It was asked if a Freedom of Information (FOI) request comes in when a member of staff has out of office on do they still count as time to respond. It was reported that it does count and is therefore important for all staff to make arrangements for their email to be checked when off for any length of time.

It was reported that there have been no FOI requests received yet. TC Young have been asked to assist with an Environmental Information query as this is the first one that has been received.

Discussion took place around complaints received and it was reported that from around 2500 repair lines that were issued 8 repairs complaints had been received. It was thought important that these are looked at in context and in relation to the amount of work being carried out as sometimes the percentage on its own can sound alarming.

It was asked if it was individuals complaining a number of times or a number of individual complaints that had been received. It was reported that there had been 26 complaints from 23/24 people so wasn't repeated complaints from one person.

Chris left the meeting at 7.10pm

5. South West Govanhill Acquisition & Repair Programme Update – For Information

A further meeting took place between the Association and GCC Development and Regeneration Services (DRS) following the meeting with the Scottish Government.

The target of 60 acquisitions has already been achieved with the number of acceptances to formal legal offers issued. GCC DRS confirmed that a further £2.5 million of grant will be made available this year taking the Council contribution to £5 million this financial year. This is for both Works and Acquisition costs. Further funds could be made available if required.

The Committee approved acceptance of the revised grant offer when received

There have been 49 acquisitions to date this financial year utilising the Scottish Government grant award. It is hoped that there will be 66 acquisitions completed by the end of this year. The Council cut off point for further acquisitions is February 2020.

An in-principle grant award has been received from the Scottish Government's new Investing in Communities Fund. This will fund the 2 Community Support Worker posts and the Backcourt Engagement Worker post within the SW Govanhill Team. The funding will cover salary costs until March 2022.

An additional 5 properties have been moved into McGills' Major Repairs Phase 3 programme of works currently on site. The Phase 4 works programme is currently being prepared.

An additional 64 closes have been now been taken on by the Factoring team to date.

Significant works are now on site and overall it is a very positive picture of progress being made.

The contents of the report were noted.

6. Gas Service & Maintenance Contract – For Approval

Appendix 2 – Tender Questionnaire

Appendix 3 – Tender Evaluation

The paper has been delayed as there are still references to be submitted by a contractor.

The current domestic gas contract costs £259,200 inclusive of vat per annum. A number of additional properties were added to the contract at no extra cost. This year the quote is £262,000 which represents an increase well below CPI inflation rates. The current contractor has been performing well.

Approval was given to award the next gas servicing, reactive repairs and out of hours emergencies contract to City Technical Services following tender action.

7. Rent Increase Consultation – For Approval

Committee's views and approval were sought on level of rent increase to be consulted on with the tenants, along with the Rent Restructure process.

In discussion it was agreed that the rent increase consultation and the Rent Restructure process should be kept separate to avoid confusion. This could mean that there would be two rent adjustments in a year, but it was agreed that this would be the best way to proceed.

The business plan states CPI + 1%. CPI for September was 1.7%. Regard has also been given to keeping rent as affordable as possible and in line with other Associations in the sector.

It was mentioned that a member felt the business plan did not always give exactly what was expected and that it was important that it is looked at in detail to ensure it delivers as close to plan as possible and it is measured against concrete costs. It was confirmed that there

would be a meeting to review the business plan on 22nd January 2020. It was also reported that the Asset Strategy document will also influence this.

Support projects require three months' notice for rent increases, It was agreed that the increase should be 2.7% which is CPI +1%.

It was agreed that tenants would be consulted on increases of CPI only (with a reduction in services to be provided), CPI + 0.5% and CPI + 1%. HHPS to draft consultation letter and allow Office Bearers and opportunity to review and amend before issue.

8. Business Plan Half Year Report – For Information

In discussion it was agreed that Committee Recruitment and the business plan review both being on 22nd January 2020 would be too much so they should be at separate meetings.

The following points were highlighted:

Average number of days to re-let a property – this was an ambitious target and at the end of the quarter this was met. This was down to the very hard work of the staff team.

It was asked if progress to date and if work was underway or ongoing could also be included in the report. It was also asked if the number of units could be included in future reports, but it was stated that some elements cannot be quantified in this way. Examples such as how many new replacement windows were installed, or a component breakdown could be included as an appendix in future reports for information. It was thought that this could make the document more substantive and also gave an assurance of progress that was being made.

It was stated that this was a helpful report and gave a reminder of key works that were taking place.

9. Annual Assurance Action Plan – For Approval

This paper is to highlight what is being worked on and matters to be progressed in the next year.

Some will be completed, and some will not – they will continually evolve.

This report has to be submitted between April and October. It was asked if Committee thought that preparing it in advance – say August/September would be useful or if it could be done in tandem with the financial year end.

It was agreed that it could be worked on earlier in the year for May/June when the business plan is approved that would make sense. This would then allow time for work to be done to use it to build on for the assurance statement. This would provide the opportunity for a package of work all to be completed at the same time.

10. Committee Review Report & Training Plan – For Information

Management Committee Review Report

Management Committee Training Plan

It was unanimously agreed that this should be discussed in more detail at a future meeting, perhaps in the new year. It was asked that thanks be noted to Jim Harvey for the good quality of this report. It was agreed that an additional meeting be held on 29th January 2020 and Jim be invited to attend.

11. Place Age: Place Making With Adults – For Approval

In this report the findings and recommendations 4 around access to housing and 7 around planning and policy, were most relevant to the Association.

The whole piece of work was around 100 pages long. Some parts such as safety and transport cannot be controlled by the Association, but consideration is given to older people in new build developments. Example that 200 Butterbiggins Road was designed for over 55's and has some communal facilities. It was suggested that the Jamieson Court RTO group could look at this development to showcase that.

It was also suggested that this could be referred to Govanhill Community Development Trust regarding place making and place planning. It was agreed to do so.

It was agreed that a response should be from Elizabeth as the original letter was sent to her.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Approval was given to [REDACTED] to progress the Asset Management Strategy [REDACTED].

Reason for redaction - Remainder of item relates to a staffing matter which remains confidential at this time.

12. MINUTES OF SUB COMMITTEES

Minutes of Housing Services meeting held on 24th October 2019

Minutes of Development meeting held on 7th November 2019

The minutes and content were noted

13. REPORT BACK FROM OTHER ORGANISATIONS

Employers in Voluntary Housing (EVH) – Annie and John attended the conference and found it very good.

Glasgow and West of Scotland Forum of Housing Associations (GWSF) – the recent 1 day conference was very successful.

SHARE

Govanhill Community Action (GoCA) – next meeting is tomorrow night

14. Documents for Formal Execution – For Approval

Share Applications for the following people were approved:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Reason for redaction – personal details of prospective members

Licences to Occupy a one metre strip of land at Ardbeg Street backcourts have been received from Govanhill Baths Preservation Trust. This is to allow the erection of scaffolding for works to the east elevation of the Govanhill Baths building. This is for the following licences relative to the Association's ownership at 18 and 22 Ardbeg Street:

- Licence to Occupy between Govanhill Baths Preservation Trust (the Licensee) and Govanhill Housing Association (the Licensor) – in respect of land at rear of 18 Ardbeg Street, G42 7RD relative to the Association’s ownership of Flat 1/1
- Licence to Occupy between Govanhill Baths Preservation Trust (the Licensee) and Govanhill Housing Association (the Licensor) – in respect of land at rear of 18 Ardbeg Street, G42 7RD relative to the Association’s ownership of Flat 2/2
- Licence to Occupy between Govanhill Baths Preservation Trust (the Licensee) and Govanhill Housing Association (the Licensor) – in respect of land at rear of 22 Ardbeg Street, G42 7RD relative to the Association’s ownership of Flat 0/2

Incentives have been offered to the various owners in each block to encourage them to give agreement. It was asked if the Association would waive the incentive for its properties, but Committee confirmed that all legal fees should be met by the Govanhill Baths Preservation Trust.

Committee approved execution of the Licence Agreements.

15. Correspondence – For Information

None

16. AOCB

EVH has been asked to assist with the filling of Trainee Maintenance Officer post. This would be a post for a fixed term of 2 years.

It was requested that approval be given to extend temporary Maintenance Assistant post until end of December. **This was approved.**

[REDACTED]

Reason for redaction – private staffing matter which holds personal details.

Approval was given to make this offer to the temporary Maintenance Assistant with two days each week being allocated to the Maintenance Team.

The meeting closed at 8.45pm

17. DATE OF NEXT MEETING

Wednesday 22nd January 2020