

**GOVANHILL HOUSING ASSOCIATION
DRAFT MINUTES OF MANAGEMENT COMMITTEE MEETING
WEDNESDAY 18th NOVEMBER 2020 AT 6.30PM
ONLINE MEETING**

PRESENT: James White
Annie MacFarlane
Wilma Logan
Robert Findlater
Elizabeth Klein
Mujeeb Ur-Rehman
Keith Kintrea

IN ATTENDANCE: Alan McDonald, Head of Housing & Property Services
Shannon Watson, Head of Finance and IT
Alison Kevan, Head of Corporate Services & HR
John Quinn, Director
Liz Campbell, Minute Secretary

1.Apologies

Ghazala Hakeem, John McLardie and Barbara Robertson

2.Declarations of Interest

None

3. Minutes of the Management Committee meeting held on 21st October 2020

Matters Arising – Staff asked that their thanks be conveyed for the additional two days holiday in December. This was gratefully received and much appreciated.

Corrections – Mujeeb Ur-Rehman should have been listed as attending.

Item 14 – staff were not present for this item but the wording regarding transitional relief was amended so that it was in line with GCDT.

With these changes in mind the minutes were proposed by Mujeeb Ur-Rehman and seconded by Keith Kintrea.

4. Annual Assurances – For Approval

Appendix 1& 2 – Self Assessment 1 & 2. Assessment of performance against Charter and Governance regulatory standards

The final statement must be lodged with Scottish Housing Regulator (SHR) each year, this year by end November. This follows a self assessment process and provides an assurance for Committee that targets, action plans and our business plan objectives are being met. Committee of course have additional assurances through regular reports to Committee and Sub Committees.

Appendices 1 and 2 show the regulatory standards and Our performance against them. There is an evidence bank to illustrate compliance saved in Sharepoint on our systems.

Appendix 3 – ARC Presentation

Our performance against other Associations is a good benchmarking tool and this presentation provides our performance and compares with other similar associations.

Appendix 4 – Assurance Development Action Plan

This has been coded in a traffic light system. The items in yellow are delayed in this year's plan due largely to Covid and will be actions that are planned for the next year. Other items will be added from this year's submission and presented at December meeting.

Appendix 5 – SFHA Covid Response Update

This also takes cognisance of advice from SHR that the effect that Covid Pandemic has had on the business. In conjunction with SFHA a checklist was produced to ensure certain procedures were being followed and this checklist and our responses are included in this appendix.

Appendix 6 – Housing Services Data

There have been more voids, less gas accesses and major changes to how services have been delivered during the pandemic. This appendix is an assurance of how those issues have been dealt with and how the risks and issues that have arisen have been managed.

Appendix 7 – Annual Assurance Statement

This appendix is the statement itself. Sections 8,9 and 10 states where we are and what we have done re Covid. There were 82 properties that were did not have gas safety checks completed within one year, but they have now been completed and 100% of checks have been carried out.

Fundamentally committee are asked to consider the evidence given for compliance, responses and if they are assured that the Responses have been appropriate, and compliances met then the statement should be lodged with SHR before 30th November 2020.

A member stated that this was a very good set of papers and the responses seemed measured and appropriate.

It was asked how committee kept a check on these matters throughout the year and it was reported that this will be highlighted at the next meeting but is it hoped to bring the action plan to Committee on a quarterly basis.

Approval was given for Association Chairperson to sign the papers on behalf of all Committee members.

5. Information Report – April to September 2020

This is the usual quarterly report for Committee. There have been no Freedom of Information (FOI) requests and 1 Subject Access request received. A request was received from a journalist and re classified as an environmental request and had been submitted by them to every RSL.

A question was raised about why there had been no previous mention of the tenant taking Association to court as detailed in point 4.1. It was reported that this was in respect of an insurance claim and it was action regarding that and not the Association directly. It was suggested that this could have been worded differently to reflect that.

6. Association Registers 2019 to 2020

This paper is for information and lists register of involvements, interests, gifts and hospitality received.

A question was raised about keeping an interest confidential and it was reported that this can be discussed with Director of the Association or Head of Corporate Services & HR. Some information is available in the public domain e.g. if the Committee Member was Director of a company etc.

7. Share Membership Update

At this time of year, around the time of the AGM an exercise is undertaken to verify details held on the Share Membership register. The report provides details of cancelled memberships.

A member stated that the membership had reduced greatly since he first joined and that was a matter of concern. It was reported that compared to other Associations we have a high percentage of members. Work is undertaken to confirm attendance at AGM and apologies are noted and it is felt the Association is very proactive at this. The membership list is very well managed.

A discussion took place and it was felt there was a danger of a recruitment drive adding a lot of new members but then they do not take part in the AGM which means it is not quorate. It is a difficult balance to get.

A question on membership will also be included in the customer satisfaction survey. It was also noted that the profile of tenants has also changed. Share membership is also discussed when people are signing new tenancy agreements.

The contents of the report were noted.

8. Minutes of Sub-Committees – For Information

GCDT meeting held on 7th October 2020

Housing Services meeting held on 22nd October 2020

The minutes from these meetings were noted.

9. Reports from Other Organisations – For Information

Employers in Voluntary Housing (EVH)

Glasgow and West of Scotland Forum of Housing Associations (GWSF)

SHARE

Nothing to report and information from GWSF is circulated when it is received.

10. Documents for Formal Execution

None

11. Correspondence – For Information

None

12 A.O.C.B

Change of Day to Day Banking

It had been highlighted before Covid-19 that there were issues with the level of service from Bank of Scotland. This included having to stand in a queue to bank cash or cheques as there were no other options to make deposits. The local contact centre was closed and the Association was not informed. It was also reported that there was occasionally a risk that BACS payments might not be honoured as the bank is not able to automatically transfer money between savings and current accounts. Bank payment authorisation cards had been allowed to expire without automatic renewals and to activate them the senior managers must physically go to an ATM.

It was reported that Barclays have offered a competitive service and are investing in new office in Glasgow.

It was asked if there would be additional costs for services over and above those estimated. It was reported that cash collection and petty cash delivery charges may be incurred but these would be between £40 to £80 per month and that was more cost effective than a senior manager standing in a queue at a branch.

It was also asked if there would be any issues in changing provider. It was reported there would be minimal effort for the Association and that Barclays would deal with the administration of changing.

Approval was given to move day to day banking to Barclays.

Management Committee ICT Issues Survey

Glasgow City Council have prevented staff from using Zoom for business meetings. Work is still being undertaken to look at Microsoft Teams as an alternative to the Pow Wow Now online meeting platform.

A training session has taken place for those members trialling the tablets and there are some teething problems to be ironed out by the software provider.

In discussion it was stated it was important the connection problems were addressed. It was reported that different methods are being tested to resolve these. These include the trial of the new tablets and 2 people have also volunteered to trial smartphones and sims, which have been ordered from Vodafone.

Letter of Response to Homelessness Request Letter

The letter was carefully considered, and a response has been drafted. The response mentions the importance of creating and maintaining a balanced community which is not overloaded with people who may require a high level of support. Hidden homelessness is addressed by the Association already.

Members were happy with the proposed response and approved it to be sent.

13. DATE OF NEXT MEETING

Proposed additional meeting on 16th December 2020 to discuss the rent increase.

The additional meeting was approved.

The meeting closed at 7.35pm