

**GOVANHILL HOUSING ASSOCIATION  
MINUTES OF MANAGEMENT COMMITTEE MEETING  
WEDNESDAY 26<sup>TH</sup> MAY AT 6.30PM  
ONLINE MEETING**

PRESENT: Annie Macfarlane (Chair)  
Elizabeth Klein  
Iain Doherty  
Jen Cassells  
Keith Kintrea  
Wilma Logan

IN ATTENDANCE: John Quinn, Director  
Alan McDonald, Head of Housing & Property Services  
Alison Kevan, Head of Corporate Services & HR  
Nicki Bruce, Minutes

**1.Apologies**

James White, John McLardie, Barbara Robertson and Ghazala Hakeem.

**2.Declarations of Interest**

Alan McDonald declared an interest in Item 5 Staffing Restructure Report as his post is a role which would be potentially affected by the proposed changes.

Keith Kintrea declared an interest in Item 3.

Annie Macfarlane, Elizabeth Klein and Iain Doherty declared an interest in Item 9 Appeal Against Decision of Housing Services Sub Committee held in April as they all sit on this Committee and were involved in the discussions.

**3. Minutes of the Management Committee meeting held on 14<sup>th</sup> April 2021 – For Approval**

There were no comments or changes to the minute which were then proposed by Elizabeth Klein and seconded by Wilma Logan.

**Matters Arising**

**Update Regarding Item 14 – Property at 61 Albert Road**

It was advised the costs for the works have been received and passed to Glasgow City Council for approval of the grant costs to cover the required works. **4. ARC Submission – For Approval**  
Last year's ARC submission was delayed due to Covid but this year's submission was required within the usual timeframes and due by 31 May 2021. The report features key questions from the SHR regarding annual performance. From the data provided by housing associations to

the SHR, a comparison is produced in August, which associations then use to provide their annual charter report in October each year.

A number of the sections feature data from previous years and this ranges from 2016 to 2020-21.

Due to covid and the restrictions in place some of the data has been impacted and has provided unusual results. There are asterixis throughout the report where this is the case along with further information.

### **Questions**

In terms of ESSH and the percentage of properties within the standard it was queried why the exemptions and abeyances were included in the figure.

It was advised that some properties have no EPC. When improvements are carried out an EPC should also be done and the EPCs have a 10 year lifespan. There were very few EPCs carried out last year due to the covid restrictions and not being allowed access to tenant's homes.

Many of the Association's properties range from band B through to D and by 2030 no properties in band D are allowed to be let.

### **The Management Committee approved the ARC 2020-21 submission.**

Alan McDonald, Head of Housing & Property Services left the meeting for Item 5.

### **5. Staffing Restructure Report – For Approval**

It was advised the report includes the papers which were presented to the Finance & General Purposes Sub Committee (F&GP) on the 12 May 2021 as appendices. The report is proposing a change to the staff structure which would create 2 new teams, one focussed on property services and the other on tenancy services. This realignment of services has come about after reviewing senior roles following the retirement of Ken MacDougall, Head of Development & Regeneration.

A SWOT analysis was carried out by the Management Team during the process and both the current and proposed staffing structures are included.

EVH will be providing rough timeframes for the process as agreed with F&GP on the 12<sup>th</sup> but it was noted the most affected post was the Head of Housing & Property Services as this post would be deleted from the structure to create a Head of Property Services and a Head of Tenancy Services.

The Housing Services Manager does not have the same automatic right to move to the Head of Tenancy Services but is able to apply for that post.

It was also reported there are some anomalies amongst the Grade 8s within this section with some having line management responsibility and some not. It is proposed that these anomalies will also be dealt with during this process.

EVH have advised the process should be completed by the end of July and will be ready for Management Committee approval in August. It was queried if Committee would wish to receive the report at the August Committee meeting on the 25<sup>th</sup> or if they would prefer a stand alone meeting. Or it was suggested it could be taken to the F&GP meeting on the 18<sup>th</sup> August.

The Management Committee agreed they did not wish to rush the process and it would be preferable to have a separate meeting to discuss the matter in early August. The Head of Corporate Services & HR will look at potential dates for this meeting.

It was queried if the Head of Housing & Property Services could move to either of the newly created roles and advised he could be matched into both roles.

It was queried how long this would take as it might be easier to fill the other 'Head of' post quickly to allow the new Head of department to be involved with the re-shaping of their department composition and also there is a clear need for both roles to be filled quickly. It was advised that there is a set process to be followed but that the post would be ready for advertising as soon as Committee approval given.

**The Management Committee noted the contents of the report and approved the proposed staffing structure for consultation with staff. The final report following the consultation process will be presented to Management Committee in early August.**

## **6. Covid Update – For Information**

It was advised the purpose of the report is to reaffirm the basic principles of how the Association is responding to Covid and the restrictions it has created whilst following the advice of Scottish Government. It also notes how the Association will respond to moving out of the restrictions.

It was formally indicated to Management Committee that during Covid the Association will:

- Continue to follow Scottish Government guidance
- The Association are currently awaiting EVH guidance on blended working and will use their advice to inform our decision making processes.

**Management Committee noted the contents of the report.**

## **7. Asset Management Plan – Progress Update**

The Plan has been delayed due to the impact of the pandemic and the timescales were amended to reflect the delays. It was advised 4 Management Committee members agreed to join the Asset Discussion Group at the beginning of this process and their help is being requested again prior to the final Plan being brought to Management Committee in August.

### **Questions**

The section on page 2 featuring lists of how the assets have been evaluated are almost all stock related with the exception of consideration on arrears attached to each property. It was queried what role arrears would play in the evaluation as this is a tenancy issue and not property related.

It was advised the thinking was to identify stock which is not delivering on its return. One example was a property which had high maintenance costs as well as high rent arrears. It was noted this will be discussed in more detail at the meeting with the Asset Discussion Group.

It was further queried that by focusing on individuals and their circumstances the results could be artificially skewed as arrears would be higher in areas with bad stock as this is a known general characteristic of this stock type.

It was also queried if stock within areas which were more desirable by being closer to transport links and amenities could be charged at a higher rate similar to the way the private sector costs its stock.

It was advised the Plan will take into account how the property is performing in terms of rentability and refusals whilst looking at the drivers for this.

The final piece of information has been received from Brown & Wallace and the Association now need to look at what will make the more difficult properties to let more attractive to potential tenants. It was advised the refusals would also be built in as an indicator.

It was noted the neighbourhood profile is an output and not an input. It was agreed it was important to sustain and improve certain areas within the Association's stock.

**Management Committee noted the contents of the report and if any other members of the Management Committee wish to join the Asset Discussion Group they were asked to let the Head of Housing and Property know. The meeting will take place in the evening of either the 24 or 30 June.**

## **8. Information Report**

The report was presented to Committee and it was advised this report was linked in with the ARC as it also features data relating to complaints, Freedom of Information (FOI), GDPR and Environmental Requests.

The required standards for complaints have been met in terms of the 5 days for stage 1 and 20 days for stage 2 complaints. Most of the complaints received are in relation to either Maintenance or Factoring.

It was also reported a Revised Model Complaints Handling Procedure was implemented on the 1<sup>st</sup> April 2021 and all staff received training on this prior to the go live date.

There have been 4 requests during the year with 1 FOI and 3 Environmental Information Regulations. There was also 1 Subject Access Request which relates to personal information.

It was also noted there was a comparison table at the end of the report which provided a breakdown of the number request types which local housing associations have received during 2019-20.

**The contents of the report were noted.**

#### **9. Appeal Against Decision of April 2021 Housing Services Sub Committee re Complaint - Claim for Compensation Owner Ref 13755 & 13597**

There were not enough Committee members, who were not also members of the Housing Services Sub Committee, in attendance to allow for the appeal to be heard.

It was queried how much it would cost the Association in terms of legal fees if the case ended up at the First Tier Tribunal and it was advised a previous case had cost the Association £2,000.

**The appeal will be taken to the next Management Committee meeting in June.**

#### **10. Communications Report – For Information**

The report was presented to Committee and provided information regarding recent Communications meetings (which are now quarterly), press stories and social media activity featuring the Association.

The appendices to the report contain the Association's social media activity and also an update regarding newspaper articles.

It was queried if it would be possible to receive more regular updates regarding what was happening in Govanhill as this used to be provided. The Google alert system was suggested as a possible alternative solution which sent daily links via email.

It was agreed the Media Worker will be asked to email regular updates to Management Committee either weekly or fortnightly.

### **11. Minutes of Sub Committees – For Information**

Housing Services Sub held on 8 April 2021

**The Management Committee noted the minutes.**

### **12. Report Back from Other Organisations – For Information**

#### **Employers in Voluntary Housing (EVH)**

The EVH update was recently circulated by email to Management Committee.

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

Correspondence is circulated when it is received.

#### **SHARE**

Correspondence is circulated when it is received.

### **13. Documents for Formal Execution**

None

### **14. Correspondence – For Information**

The Director advised the Management Committee he received an email from Robert Findlater stating he wished to resign from Management Committee. The email was received on the 9 April and the Director advised the delay with informing Committee had been caused by issues trying to make contact with Robert to discuss it further.

**The Management Committee expressed their thanks to Robert for his service and time given to the Management Committee and requested this was noted.**

### **15. A.O.C.B**

#### **Community Noticeboards**

It was reported one of the GCDT community noticeboards is due to be sited in front of the Workspaces at 69 Dixon Road and Management Committee were asked if they were in agreement with the noticeboard being positioned here.

**Management Committee approved the siting of one of the noticeboards in front of the Workspaces at 69 Dixon Road.**

### **16. DATE OF NEXT MEETING**

Wednesday 23<sup>rd</sup> June 2021

The meeting closed at 7:25pm.