

GOVANHILL HOUSING ASSOCIATION
DRAFT MINUTES OF MANAGEMENT COMMITTEE MEETING
WEDNESDAY 3rd MARCH 2021 AT 6.30PM
ONLINE MEETING

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

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

1.Apologies

Mujeeb Ur - Rehman

2.Declarations of Interest

Jen Cassells and Annie MacFarlane declared an interest in item 4 – Factoring Charges

3. Minutes of the Management Committee meeting held on 20th January 2021

A question was raised about the invitation to a meeting mentioned in minutes. A poll had been distributed to all to check availability.

The minutes were proposed by Iain Doherty and seconded by Wilma Logan.

There were no matters arising from the minutes.

4. Approval of rent and Other Charges Increase

App 1 Service Charge & Factoring Charge Increase

App 2 Rent Consultation Responses

App 3 Draft Budget & Rent Increase cover (FG&P)

App 3.1 FY21 Forecast and 5 Year Draft Budgets (FG&P)

App 3.2 FY21 Forecast and 5 Year Draft Budgets – Scenarios

There are a number of potential updates which will change the draft budgets, so Management Committee is not being asked to approve them at this stage. A revised budget will be presented to Finance & General Purposes (F&GP) sub-committee meeting in May and then to Management Committee for approval in June.

4.2 Rent Consultation – there were some postal delays but there were 182 valid returns received. 39% of returns voted for a 0.5% increase, 21% voted for a 1% increase and 40% for a 1.5% increase. Respondents requested that the increase be kept as low as possible.

F&GP subcommittee considered the position and pressures faced by the Association and that CPI +0.5% is 0.5% below the assumptions made in the business plan.

A question was raised about the decrease in stair and common areas cleaning but this was a typing error and it should be £50.50 and not £5.05.

It was asked that the expenditure table is sorted from highest to lowest and it was agreed to change that for future reports.

A 1% increase in rent charges was agreed by all members.

Service Charges are in place to cover costs incurred. Properties with a lift have a higher service charge. A proposed increase of between 1% to 3% is proposed. The increases for 1%, 2% and 3% increases were given in Appendix 1.

The factoring team carried out an exercise to compare where Govanhill sits in relation to other Associations and commercial factors and details of that were listed in the report.

Discussion took place and one member stated they had poor service from a factor before and that there was not much difference in the monetary values of each increase, even at a 3% increase the management fee would increase by less than £5. The report showed a table of other factors management fees and it was felt that a 3% increase would not be unreasonable.

Increases as listed in Appendix 1 of between 1% and 3% for certain service charges were approved by all members. A 3% increase to factoring charges was agreed by all members.

5. Extended Borrowing Facilities from CAF Bank and Charity Banks

Approval was sought for the finalisation of the Side Letter Addendum to CAF Bank, with security granted over the 42 new build homes at Victoria Rd / Butterbiggins Rd, and approval sought to give security over the 8 flats at 289 Allison Street as additional security to Charity Bank for the extended borrowing.

TC Young have been assisting with this matter. They advised that there were a number of clauses and definitions in the paperwork that needed updating or amended. One of these was a provision for Charity Bank to approve rent increases in their standard security document, and this clause has been removed. It has been easy to meet their requirements for the extended credit.

The final date for drawing down the available funds from CAF Bank is August 2022 but if all the money has not been drawn down by then the CAF Bank managers have agreed that they will ask their credit team if this deadline can be extended.

The arrangement fee for the extended borrowing is £30k. **The payment of this was authorised.**

A couple of minor changes are required to office bearer's information – length of time at an address and another person's date of birth had been updated but as it's a legal document it was noted these changes were required.

There was also a typing error on page 18 on the item of standard security. This was also noted.

Approval was given for Office Bearers to approve any minor amendments which might be required and for them to formally sign all necessary documentation.

6. SW Govanhill PAR Funding Bid

It was hoped to surprise members with news of a successful funding bid to the Scottish Government, but it was announced in the Press before the meeting took place.

The South West Govanhill (SWGh) Property Acquisition & Repair initiative is coming to the end of an initial 4-year programme. There has been recognition from partners that the programme has been successful but there is still a lot of work to do. There are still major works on site and in the pipeline with further targeted acquisitions. The Covid pandemic has delayed works but a number of Common Repair schemes are now on site and others will be underway in the very near future.

£7.7m has been committed by the Scottish Government, £6.3m has been committed by Glasgow City Council from its Affordable Housing Supply Programme with a further £1.5m committed by GCC from its Private Sector Housing Grant budget.

The Committee was requested to approve a £1.5m contribution by the Association over a 2-year period. The Head of Finance & IT confirmed that this was possible, with finance in place to meet these costs.

All members agreed that the Association contributes £1.5m over the next two financial years to the SWGh programme.

7. Assurance Action Plan Update

The first update on this has been shown in a traffic light system. The following points were highlighted:

- A presentation will be made in due course on the asset strategy plan and progress has been made on this piece of work.
- It is hoped that the Customer Service portal will be launched in summer 2021. Covid has delayed this.
- Progress is being made on Fire Detection installations and the deadline for this work to be completed has been extended to 2022. Covid has also delayed this work.
- Clarification is required on guidance from Scottish Housing regulator regarding void delays. Lets were unable to take place from March to June due to Covid pandemic.
- Repair response times have also increased as a limited number of contractors can be in a property at any one time.
- On average 30% of lets had been given to homeless referrals
- Covid pandemic will affect this year's ARC return and information won't be on a like for like basis

A question was asked if statutory obligations would be met. IT was reported that 40% of the new smoke detector installations had been completed and a planned programme was in place for the next phase of this.

It was asked why there was no comment in the Tenancy Sustainment section in charter standard 11. It was reported that this would only be completed if there was an issue to report. It was suggested that it should be completed stating none rather than leaving blank. **This was agreed.**

A member stated that this was not the easiest of times for development work to be taking place and committee can see staff working hard on this and wished to note their thanks.

8. Committee Learning & Development Plan

This report is to build on the meetings with Jim Harvey Consultant and comments made by members at individual meetings with him. The following points were highlighted:

- Section 2.3 is from comments made at individual reviews and then groups things into types of training and proposed format of training.
- Section 3 is a broad outline plan that encompasses comments and suggestions made and lays out an outline plan.

Committee are being asked to approve the process of the training and learning plan and when dates have been finalised the creation of an annual training plan so that dates can be added to everyone's calendars.

A question was asked about how training would be managed as part of Management Committee meetings. It was reported that some things like the Customer Satisfaction Survey would be part of the business of the meeting and a paper would be presented for that item. That an extended presentation during the meeting would lead to a better understanding of the matter discussed.

The training and learning plan process and the creation of an annual training plan was agreed by all and approval was given to proceed with this.

9. Information Report to December 2020

This is the usual quarterly report, and the following points were highlighted:

- 2.2 There has been a significant reduction in the number of complaints received this year.
- 2.6 The table shows the number of complaints received by area. Factoring complaints were less than 1% of the number of factored properties.
- Lessons learned are shared with staff.
- 3.5 No complaints this year have been escalated to the Ombudsman or the First Tier of tribunal.
- A revised Model of Complaints Handling has been published by Scottish Public Sector Ombudsman and staff training on this is complete

- 10.1 This table shows comparisons with other Registered Social Landlords.
- 10.2 This gives a breakdown of who requested information.

A question was raised about the definition of an environmental requests as 3 of these requests had been made. It was reported that T C Young had been asked for assistance on this and it was agreed that it did not at first seem a logical categorisation. **The contents of the report were noted.**

10. Minutes of Sub-Committees – For Information Housing Services meeting held on 10th December 2020

The minutes were noted.

11.Reports from Other Organisations – For Information Employers in Voluntary Housing (EVH)

The first Executive Meeting was held last month and is open to all EVH representatives. The Executive Committee meeting is tomorrow, and minutes will be passed on in due course.

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

Correspondence is circulated when it is received.

SHARE

John McLardie was elected as Treasurer for the second year at the recent AGM. Not sure at this point of interviews have been completed for Director's post but update will be circulated when available.

12. Documents for Formal Execution – Share Membership Application

An application for membership has been received from [REDACTED]

This application was approved.

13. Correspondence – For Information

None

14. A.O.C.B

(I) A list of dates has been received from Jim Harvey regarding Business Plan meeting. It was agreed that Nicki would circulate a Doodle poll to check members availability.

(ii) The Chair noted that this was Ken MacDougall's last Management Committee meeting and passed on thanks for all his sterling work and dedication over 39 years of service to the Association. It was stated that the Association's tenement rehabilitation and newbuild housing programmes, together with the redevelopment of the former Royal Samaritan Hospital, was testament to Ken's work. It is hoped that an event can be held soon for Ken and other members of staff who have retired to formally mark the occasion.

15. DATE OF NEXT MEETING

14th April 2021

The meeting closed at 7.40pm