

**GOVANHILL HOUSING ASSOCIATION  
MINUTES OF MANAGEMENT COMMITTEE MEETING  
WEDNESDAY 13<sup>TH</sup> APRIL 2022 AT 6.30PM  
HYBRID MEETING**

PRESENT: Annie Macfarlane  
Keith Kintrea  
Elizabeth Klein  
Audrey Flannagan  
Iain Doherty  
Mujeeb Ur-Rehman  
Wilma Logan  
Ghazala Hakeem

IN ATTENDANCE: John Quinn, Director  
Alison Kevan, Head of Corporate Services & HR  
Alan McDonald, Head of Development & Property Services  
Claire McGraw, Head of Tenancy Services  
Liz Campbell, Minute Secretary

**1. Apologies**

Barbara Robertson, Jen Cassell and John McLardie

**2. Declarations of Interest**

None

**3. Minutes of the Management Committee meetings held on 2<sup>nd</sup> March 2022**

**Corrections** – Audrey advised that her surname had been spelled incorrectly.

**Page 4 – covid update** – last paragraph – “all staff are now– meeting tenant’s needs” this should be tenants needs.

With these changes in mind the minutes were proposed by Elizabeth Klein and seconded by Audrey Flannagan.

**Matters Arising** – It was stated in the previous minutes the Association would encourage people to take part in the Census and this would be taken forward by the Management Team. It was asked what was done. It was reported that the Association had used media resources and that it was also publicised on the website.

It was stated that it had been discussed at a Govanhill Community Trust (GCDT) meeting that some people were illiterate and could not access these online resources. This point was noted.

#### **4. Covid Update**

Guidance is changing on a regular basis and the Association continues to follow Scottish Government and Health & Safety Executive's advice.

The Office is now open to staff from 8am to 6pm but staff are still working on a cohort basis – working in the office on alternative weeks. This has been a very successful model and means that if there is a Covid outbreak there are staff who can step in and help to continue providing services to tenants. There is a limit of 48 people in the building at one time. GCDT staff are about to move into a vacant unit at Govanhill Workspace.

One of the rooms on the right-hand side of reception is now available for pre-arranged appointments. Customers can come into the office to arrange an appointment with a member of staff.

Tenancy Services staff have been spending more time out in their patch and more meetings have taken place in people's homes. This model of working may be extended.

A visit was made to Elim Church, and it is hoped that this could be used for this year's AGM.

It is recognised that not all Committee Members wish to attend meetings in person and the hybrid model for meetings is still an option.

It was asked if there was a timescale for the works to reception area as it had previously been stated that these could be completed quickly. It was reported that there had been 919 days of staff absence this financial year and that 300 of these had occurred between January and March. This included all of the staff who were involved in planning the work in Reception and also the absence of staff who were employed by the contractor.

It was stated that a firmer schedule for the planned work would be appreciated. It was reported that there were no ventilation drawings available, and a survey would need to be carried out in the first instance. It is hoped that proposals will be received from the Architect by the end of the month.

It was asked what the costs would be for the hire of Elim Church and if they had the IT systems in place that would be required to hold the AGM there. It was reported that it is expected that the Church would only be required for a short period of time. It is hoped that the community hall in Samaritan House will be able to be used for meetings and this will form part of future discussions.

A comment was made on section 2.2 of the paper – paragraph 2 – “It should be noted that the public access to the office has been available to all tenants and customers” – it was stated that this is only true if the customer had a telephone and a signal to be able to contact the office. It was asked if this could be changed to the *majority* of tenants and customers.

It was stated that the using the phrase “pop in” for customers wishing to speak to a member of staff trivialised the reasons why a customer would require to speak to a member of staff. It was reported that this was never the intention but was a reference to the option to access to the office.

It was also stated that it was good that Tenancy Services staff were spending more time working in their patches but that this was not a mitigation or replacement of office based services.

It was reported that it is hoped the contractor will complete the work at the Merrylee office next week but there was still a lot of clearing up to be done. It is proposed that Tenancy Services staff would be on a rota basis to have this office open for two half days per week. It was stated that there are regular activities held in the building and that these would also be a good opportunity for staff to meet with tenants. Thanks were given for the update and the proposals.

## **5. Assurance Action Plan Update**

At a previous meeting concerns were raised by Management Committee that the plan for this year continued have information from the previous year included in it. A review was carried out and a revised plan has been produced to eliminate the inconsistencies and to make it more relevant.

Section 3 – Committee Training – information has been collated from consultation with committee members.

Section 15 – Assurance Review on Staff Performance – this is stated as ongoing. Is there a deadline for completion? Are there department plans and staff plans? It was reported that an annual review is carried out as soon as possible after the year end but there is an element of ongoing discussion throughout the year too

A comment was made that there had been good improvements made from the previous plan.

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

## **6. SWG Update**

The underspend is due to 12 properties being purchased but the budget allowed for 20 properties. Some have been held up in legal processes and purchases will be completed in March. Some of the underspend is also due to the delays with two of the McGills contracts and discussions regarding this are ongoing.

Some flats from Contract MR4 have not yet been completed. It has been requested that McGills remove reference to Govanhill Housing Association from their website. Some points have to be clarified by McGills solicitor and a response to this is expected by tomorrow.

Priority was given to spending all of Scottish Government (SG) grant as requested by Glasgow City Council, so some items that the Association had funded were reallocated to the SG budget – just a squaring off of accounts.

Work is being done to create Major Repairs Contract 5 and a meeting will be arranged with owners at 97 Westmoreland Street regarding work that is required there.

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

## **7. Annual Procurement Report**

Each year the Association is expected to provide and publish an Annual Procurement Report noting current and expected regulated procurements.

It should be noted that 3.9 – Close cleaning contract is for five years and is not £2m per year.

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

## **8. Minutes of Sub-Committees**

Special GCDT meeting held on 18<sup>th</sup> November 2021

GCDT meeting held on 24<sup>th</sup> November 2021

Special GCDT meeting held on 19<sup>th</sup> January 2022

Development & Property Services meeting held on 10<sup>th</sup> February 2022

F&GP meeting held on 16<sup>th</sup> February 2022

**The minutes of the various meetings were noted.**

## **9. Reports from Other Organisations – For Information Employers in Voluntary Housing (EVH)**

AGM is 28<sup>th</sup> April 2022.

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

The responses to recent article by and large show that the private rented sector is different to Registered Social Landlords . Members were asked to note that a consultation had taken place and note the responses to that.

**SHARE**

Information is circulated as it becomes available.

**10. Documents for Formal Execution**

None

**11. Correspondence – For Information**

None

**12. A.O.C.B**

**Insurance Cover** – This year the policy has increased by 7.9% and an 8% rise had been budgeted for. This is the last year of the current agreement, and it is due to go out to tender next year. This year has been successful and there has been no adverse increase.

The policy this year will cost £842k and the due date is 1<sup>st</sup> May 2022.

It was agreed that the Association should continue to promote fire safety and tips to prevent water damage as a matter of good practice.

**Approval was given for Director of the Association to sign the necessary paperwork for the renewal of this policy.**

**13. Salary Increase Ballot**

Members were asked to consider points raised in the letter that has been received from EVH regarding annual salary increase.

[REDACTED]

All staff then left the meeting at 7.20pm.

Discussion took place and it [REDACTED]

[REDACTED] was stated that for staff retention and given the present circumstances the proposal made by EVH should be accepted. It [REDACTED]  
[REDACTED]

**Annie Macfarlane will complete the ballot paper received and forward it to the Director of the Association.**

**14. Date of Next Meeting**

Wednesday 25<sup>th</sup> May 2022

The meeting closed at 7.25pm