

**GOVANHILL HOUSING ASSOCIATION
MINUTES OF MANAGEMENT COMMITTEE MEETING
WEDNESDAY 25th MAY 2022 AT 6PM
HYBRID MEETING – ELIM CHURCH AND ONLINE**

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

IN ATTENDANCE: John Quinn, Director
Alan McDonald, Head of Development & Property Services
Claire McGraw, Head of Tenancy Services
David Robb, Head of Finance & IT
Liz Campbell, Minute Secretary

1.Apologies

John McLardie, Ghazala Hakeem, Mujeeb Ur- Rehman and Barbara Robertson.

2.Declarations of Interest

None

3. Minutes of the Management Committee meetings held on 13th April 2022

The minutes were proposed by Wilma Logan and seconded by Elizabeth Klein.

4. ARC 2022 Submission Report

Head of Tenancy Services highlighted a few minor changes that had been made since the report was written:

- Indicator 26 and C6 of Tenancy Services was not completed and the information for 6.1 will be given tonight
- 1.4 – there was an error here – the review by Internal Auditors was in last year’s report but there are no plans for that to be repeated this year

The following key areas were also highlighted:

- 3.3 A lower number of share members attended the AGM in 2021 (11 members) compared to 2020 (21 members). This was caused by the need to hold the AGM meeting online for a second year running due to the covid restrictions.
- Staff sickness included covid and aftereffects of receiving the vaccine
- 3.4 Re let figures are still high 55.9 days and know this needs to improve and are aware of that
- Section 5 Referrals – looking to increase these this year and this is being worked on
- 3.6 the emergency response time of 2.63 hours is pleasing
- 3.7 there has been a slight decline in number of cases that were resolved – 84 last year and 79 this year. Aware of this and hope to improve on that this year

A question was raised about the double Asterix at 3.4 – it was reported that the ** related to the 188 of the 229 lets that are classified as re lets and the remainder are classified as new lets

- 3.7 It looks like a jump from 2 cases to 20 is a large increase but the low numbers last year were due to covid restrictions
- 3.9 A contractor ceased trading during quarter 4 so that is why the %age approved figure dropped to 58.84%
- 3.10 It was noted that this was a very good performance
- 3.11 There have been some changes to this section
- Indicator 26 – Rent collected as percentage of total rent due was 101.13 but is now 101.95
- C6.1 - the number of households the landlord received housing costs directly for was 1587
- 3.12 – happy that the average days to respond to a complaint were within the targets set – target was 5 days and performance was 4.76 days.

It was asked if reports are printed as landscape that the page numbers are on it as it can be confusing to follow them.

- There has been a dramatic improvement in EESSH compliance. The number of temporary exemptions has reduced – some tenants have stated that they do not wish new heating system installed.

- There was a previous error in element 35 of SHQS Indicators and the figure was revised.
- Covid & contractor delays have meant a slightly lower than estimated figure for next year.

A comment made was that 14% membership has been lost in the last 4 years and that is concerning for a community-controlled organisation.

It was also commented that the EESSH figures were uplifting and was an amazing performance.

Members noted the 2021/22 performance report and approved the Director to submit the ARC report to Scottish Housing Regulator.

5. [REDACTED]
[REDACTED] Confidential Report

[REDACTED]
[REDACTED]

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[REDACTED]

[REDACTED] An update will be given at the next Development Sub Committee meeting.

[REDACTED]

[REDACTED]

[REDACTED]

6. Budgets 2022-23 and 2022-2027

It was stated that the budgets had been approved at Finance & General Purposes Committee and that the covering report highlighted the main areas for consideration.

It was stated that rising inflation figures were a cause for concern.

The budget reports were noted, and approval was given for them to be submitted to Scottish Housing Regulator.

7. Information Report

The following points from the report were highlighted:

- The number of complaints has risen from 59 to 75

- A breakdown of the type of complaints is given in section 2.6
- The average working days to respond were – 4.66 days for stage 1 complaints and 19.94 days for stage 2 complaints
- 3.6 An enquiry was received from Scottish Public Service Ombudsman (SPSO) regarding a complaint about the cleaning service but there has been no confirmation from SPSO that they intend to take the case on.
- 4.1 A subject access request was received from a former tenant, and this highlighted a number of letters in a file that should have been deleted. A Fair Processing Notice for former tenants is now being drafted.
- 8.1 The figures for this quarter have not yet been published by Scottish Information Commissioner so an update will be given at the next meeting.

It was stated that there was an error in the figure given at 2.7 – it should be 1.89% and not 0.018%.

The contents of the report were noted.

8. Minutes of Sub-Committees

The minutes of the various meetings were noted.

AGM meeting held on 23rd September 2021

Tenancy Services meeting held on 2nd February 2022

GCDT meeting held on 23rd February 2022

Audit & Risk meeting held on 16th March 2022

Development & Property Services meeting held on 6th April 2022

Tenancy Services meeting held on 14th April 2022

The minutes of the various 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)

Information is circulated as it becomes available.

10. Documents for Formal Execution

An application for Share Membership has been received from [REDACTED]

The application for share membership was approved.

11. Correspondence – For Information

None

12. A.O.C.B.

Updates from Head of Tenancy Services

Merrylee Office – Head of Tenancy Services met with Merrylee Registered Tenants Organisation yesterday and will continue to provide them with updates on the office re-opening. The office will be staffed 3 days per week, and this will be reviewed on an ongoing basis.

Tenant Portal – This is 99% ready and will go live on 1st July 2022. An article regarding this will be in the newsletter.

It was asked if Board Members who were tenants will be asked to try out the new system as previously discussed. Head of Tenancy Services apologised as thought that had already happened but would be happy to set that up.

Head of Development & Property Services stated that the portal was at stage one, and it is hoped that it can be developed and built on to allow owners to also use it.

Tenant Participation Officer (TPO) – only 2 people have responded to text regarding this, and it is hoped to gather more feedback on what people would be looking for from TPO.

Financial Wellbeing Co-Ordinator – this post has been advertised more widely. A question was raised about the Financial Wellbeing Co-Ordinator and what was the basis of the change from previous Welfare Rights job title. It was stated that this was the term used across the sector and that language was continually evolving. It was stated that it was hoped that a highly suitable person could be found for the role.

Welfare Rights Officer – Waiting on CVS's from EVH for a temporary Welfare Rights Officer

New Initiatives – As previously discussed the budget for Crisis Fund and the Education Fund have been swapped over. Crisis Fund budget is now £5k and Education Budget is £2k.

Procedures have been updated to include the Association purchasing an item e.g., a kettle rather than just giving money to buy one.

Reception Area - Head of Development and Property Services gave an update on the planned changes for the reception area. The proposed design is based on improving the ventilation standards and creating a space where the sound does not travel so much and allows for a more private conversation at the reception area. The new design also means that reception is facing the front door and gives staff a safer space to work from.

This would also allow the community hall space to be used again and the reception booths in there could be removed.

John Quinn left the meeting at 7.38pm.

It is hoped that the reconfiguration would also mean that the office could remain open if there was to be another pandemic.

Existing materials would be reused where possible.

It was asked what the costs for this work would be? It was stated that this would be reported at the next meeting but there were sufficient funds in the budget to cover the anticipated costs.

It was asked if the architect could provide information on air change rates and consumption. It was reported that these would be asked for and the work was aimed at future proofing the use of the area and solving some of the issues previously experienced.

Thanks were given for the updates.

13. Date of Next Meeting

Wednesday 22nd June 2022

The meeting closed at 7.50pm