

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 2 June 2021 at 5pm via Zoom

Present:

C Taylor	Cllr S MacDonald
S Niven	R Smith
Cllr J Jamieson	G Jackson
M Docherty	Cllr S Murray
D Wilson	

In Attendance:

- S Macintyre, Director
- C McKiernan, Housing Manager / Depute Director
- S Tait, Head of Development & Property Services
- K Tait, Corporate Services Assistant
- Raymond Russell, Abronhill Housing Association
- Alistair McPhee

C Taylor began the meeting by introducing Raymond Russell of Abronhill Housing Association who has been invited to attend as an observer, and Alistair McPhee who was attending the meeting as a guest as he was interested in becoming a member of the Association's Management Committee. Committee and Staff introduced themselves to Raymond and Alistair before the meeting commenced.

1. APOLOGIES

There were received L Scott and W Hassan

2. DECLARATIONS OF INTEREST AND MEMBERSHIP OF SUB COMMITTEE

There were no declarations of interest

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

Management Committee Meeting – 5 May 2021

Page 2 – item 4 Directors Report - Voids

Cllr J Jamieson highlighted the figure showing that the average number of days taken to re-let properties in Q4 of the year 2020-21 was 38 days compared to 28 days in the previous quarter and asked why this was. C McKiernan explained that due to tighter coronavirus restrictions coming into effect on 26 December 2020 similar to those seen during the first lockdown it was harder for the Association to re-let properties in this quarter.

CALA Homes

C Taylor asked S Tait when Committee will be able to see the designs of the properties that the Association will receive within the upcoming CALA Homes development in the future. S Tait advised that he will be able to get some outline

designs for the properties and present these to Committee at the next Management Committee meeting. S Tait added that along with S Macintyre and C McKiernan he had visited a recent development by CALA Homes in Kirkintilloch and explained the detail of some of the properties they had visited. However, he did add that CALA advised that these would not be exact replicas of the properties developed at the new site.

The minutes were approved by M Docherty and seconded by Cllr S Macdonald.

3.1 **Audit Committee Meeting – 12 May 2021**

Page 2 – item 6 Stock Condition Survey

C Taylor asked S Tait when the Stock Condition survey is due to restart. S Tait advised that the survey is to restart on 2 June 2021.

C Taylor asked if the Association could enquire about arranging an equalities training session for the Management Committee in the near future. S Macintyre advised that this is something he will look into and will get back to the Committee.

The minutes were approved by S Niven and seconded by C Taylor

4(i) **DIRECTOR'S REPORT**

Scottish Housing Regulator

The Regulator has advised from April that the monthly covid returns will be collected on a quarterly basis meaning the next return is not due to be made until July.

The ARC return was due to be submitted by 31 May 2021. A meeting of the Association's Office Bearers took place on May 26 2021 to approve this return. The Committee noted that following this meeting the ARC was submitted to the SHR and that a full report is provided for the Committee as part of Agenda Item 6 of this meeting.

S Macintyre advised that the 5-year financial projections and the loan portfolio returns are due to be submitted to the Regulator by 30 June and that these will be presented to Committee at a Special Management Committee meeting which has been arranged for 23 June 2021 at 5pm.

Corona virus report

S Macintyre advised that East Dunbartonshire had moved from level 3 of covid restrictions in Scotland to level 2. Committee noted that level 2 means that home working is still the default for office workers; however the Association will need to prepare for more staff returning to the office in the summer. Practical issues such as cleaning, social distancing, and ventilation etc will all have to be considered.

Cyber Security

S Macintyre confirmed that the Association had successfully transferred all of its data to new cloud-based servers. Staff are also receiving new laptops enabling them to access the Association's files remotely without having to do so via internet link to the

Association's office-based server through their office pc's. This also means that the Association can now decommission those pc's that are being used in the office. LUGO which is the Association's new IT support provider will be training staff on how to work the new office 365 system which has been installed.

Employers in Voluntary Housing

S Macintyre informed Committee that he attended a seminar on the pension salary sacrifice scheme which EVH are promoting. S Macintyre added that he is looking to bring a report on this to the next meeting of the HR Sub Committee

Committee Member Recruitment

S Macintyre advised that following the recent advertisement for new Committee Members to join the Association's Management Committee there had been 6 expressions of interest received. The Association then received 3 completed applications and carried out 2 introductory meetings. S Macintyre explained that the 3rd applicant pulled out after realising we are based in Kirkintilloch and not in Glasgow. The members that Stephen and Claire met with are Alistair McPhee who is in attendance tonight and Peter O'Connell who will hopefully be in attendance at the Special meeting due to take place on 23 June 2021.

It was agreed that following membership approval, both Alistair and Peter would be co-opted on to the Committee.

Succession planning for chair of Association

S Macintyre reminded Committee that C Taylor is required to step down as chair of the Committee at this year's AGM. S Macintyre advised C Taylor hadn't been able to discuss this with L Scott who is currently vice chair to see if she would be interested in succeeding C Taylor as chair. S Macintyre added that if L Scott is not able to take on the role as Chair, Cllr J Jamieson has indicated that he would be prepared to act as a chair designate and take on the role for a year following the AGM.

Estates Co-ordinator post

S Macintyre provided Committee with an update on the status of the new Estates Co-Ordinator post. The post is due to close on Friday June 4 for applications although an exact number of enquiries can't be confirmed. S Tait advised that he believes interest in the post has not been so high so far.

4(ii) Health and Safety Report

S Macintyre presented Committee with the review of the Association's Health and Safety Policy. This policy is due to be reviewed every 2 years and was last reviewed in May 2019. Committee were asked to approve this policy

Within this review there are changes that include items relating to the risks associated to staff working from home and changes to the stress management section of the policy which has been revised to include stress, mental health, and wellbeing.

Although the stress management aspect of the policy remains similar it has been expanded in the light to the prominence of mental health awareness and the wider area of employee wellbeing. This means the section of the policy has been developed to focus on the wider side of mental health awareness and wellbeing as opposed to just stress.

Following discussion Committee subsequently approved the Health and Safety policy review.

4(iii) Write Offs

C McKiernan presented Committee with this report for Committee approval. C McKiernan explained that this write off is only for 1 current tenant who has been sequestrated.

Following short Discussion Committee subsequently approved the Write off.

5. Annual Return of the Charter (ARC)

S Macintyre presented Committee with the Annual Return of the Charter which was submitted to the regulator following a meeting of the office bearers on May 26, 2021. The office bearers approved the final return under delegated authority.

S Macintyre advised that the Regulator looked at which service areas relate to tenant satisfaction the most to tenant satisfaction and so mattered most to tenants. These areas most looked at are.

- » Landlords keeping tenants informed about their services and decisions.
- » The quality of tenants' homes.
- » Good neighbourhood management.
- » Having opportunities to participate.
- » The time taken to complete non-emergency repairs; and
- » The quality of repairs and maintenance to tenants' homes

Committee noted that the impact of covid-19 in the year of 2020/21 had hit the Association hard especially in the delivery of the repairs service. This is mainly due to strict lockdown measures at the time of the first lockdown last spring and those implemented on 26 December 2020 meaning that the Association was only able to carry out emergency repairs for large durations of these lockdowns/restrictions. The measures also meant that the Association was not able to carry out some of the annual gas safety checks meaning that there were out of date safety certificates in some properties.

It was also noted that void management and lettings performance had also taken a hit during the pandemic meaning that the void periods had increased as these properties were lying empty for longer as lettings and been suspended during the first lockdown. The Committee noted that contractors were also unable to carry out void repairs to these properties which also added to delays in relet times.

S Macintyre did explain that during the year 2020/21 the Association performed its best in relation to the amount of rent collected over the year and that the Association's arrears level remain very low. S Macintyre added that this may be partly due to a one-

off change in the way Universal Credit is paid to the Association as well as staff having more direct day to day engagement with tenants during the pandemic period.

Anti-social behaviour

The Committee enquired as to whether there has been an increase in anti-social cases and C McKiernan confirmed this is so. The Committee asked if it could be provided with some more detail on this aspect of performance. C McKiernan agreed she would include more information in the next quarterly performance report that will be included in the papers for the August meeting.

6. **Policy Review**

Committee were presented with 2 policy reviews for approval. These policies were the Clear Desk & Clear Screen Policy and the Data Protection Policy.

Clear Desk & Clear Screen Policy

This policy template was provided by the Data Protection Officer and amended to reflect actual practice. Maureen Cameron, Systems Support Officer has also inputted to the content of the policy.

Committee subsequently approved the Clear Desk & Clear Screen Policy.

Data Protection Policy

Committee noted that although the Association has a privacy policy in place which contains details of how data should be processed and shared, it is recommended by the Association's Data Protection Officer that the Association approve separate Data Protection Policy as this covers the data protection principals as well as detailing the Association's compliance responsibilities.

Following discussion Committee subsequently approved the Data Protection Policy

7. **A.O.C.B**

No other Business

8. **DATE OF NEXT MEETING**

Special Management Committee meeting Wednesday 23 June 2021

Management Committee Meeting Wednesday 4 August 2021

Minutes prepared by, K. Tait, Corporate Services Assistant
03/06/21

Chairperson's Signature:

Date:

Copies of the above reports are available on request.