

## HILLHEAD HOUSING ASSOCIATION 2000

### Minutes of the Management Committee Meeting held on Wednesday 5 July 2020 at 5pm via Zoom

**Present:**

|               |                 |
|---------------|-----------------|
| C Taylor      | Cllr J Jamieson |
| Cllr S Murray | Cllr S McDonald |
| S Niven       | W Hassan        |
| G Jackson     | R Smith         |
| D Wilson      |                 |

**In Attendance:**

- S Macintyre, Director
- C McKiernan, Housing Manager / Depute Director
- S Tait, Head of Development & Property Services
- M White, Head of Corporate Services
- K Tait, Corporate Services Assistant
- P Long, FMD Financial Services (Items 1 to 4 only)
- J Chittleburgh, Chiene & Tait (Items 1 to 4 only)
- O Gaffney, SHARE

#### 1. APOLOGIES

Apologies were received from L Scott. M Docherty is on a continued leave of absence

#### 2. DECLARATIONS OF INTEREST AND DEFERRED ITEMS AND ELECTION OF OFFICE BEARERS

There were no declarations of interest or any deferred items.

#### 3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

##### Management Committee Meeting – 5 July 2020

These Minutes were approved by S Niven and seconded by G Jackson.

##### Matters Arising – Rule Change Page 4

S Macintyre presented this report to Committee for approval following a query by Cllr McDonald relating to rule 24.1 detailing the quorum requirements for General Meetings. S Macintyre explained that following communication between the Association and M Davis at BTO Solicitors it was recommended that the Committee gives it approval for rule 24.1 to stay the same with some additional text added to the rule.

S Macintyre reminded Committee of the agreement between the SFHA and the Regulator on the changing of Rule 20 allowing RSL's to host virtual AGM's.

Committee subsequently gave its approval to the Association's new set of rules which will be presented to the Members at a Special General Meeting to be held on 16 September 2020.

#### **4. Finance Report**

Jeremy Chittleburgh from Chiene +Tait was in attendance to present the annual accounts to March 2020 along with an Audit Summary Report for the Committee. J Chittleburgh referred Committee to the Audit Summary Report and highlighted the audit had been carried out remotely due to Covid19. The auditors highlighted they did not identify any breaches based on the samples checked and they advised they are content with the Association's financial controls. The Committee noted the contents of the Audit summary Report.

Chiene +Tait confirmed the Association is able to comply with all financial covenants with the Royal Bank of Scotland.

J Chittleburgh confirmed that the accounts comply with all latest guidance. In terms of the accounting adjustment for pensions, the auditors are happy with the way that this is presented in the accounts.

J Chittleburgh highlighted Note 4 in the annual accounts advising that the costs of the welfare staff are currently put through under other activities, and he advised this may be moved in the future to be included with the other staff costs.

J Chittleburgh confirmed that Chiene +Tait are able to offer an unqualified audit.

Committee subsequently agreed to sign the letter of representation and for a Management Letter to be drafted and signed to reflect the conclusion of the Audit Summary Report.

#### **Management Accounts to 30 June 2020**

Pat Long from FMD Financial Services was in attendance to present the Management Accounts for the period to 30 June 2020. The effects of Covid19 were highlighted in the narrative.

#### **Statement of Comprehensive Income for the period to 30 June 2020**

P long advised the rental income is in line with the budget for the first quarter. All maintenance expenditure was lower than budgeted and this was due to the current circumstances in that only emergency repairs were able to be carried out. From 3 August all routine repairs were due to start back and it is hoped all planned maintenance work would be completed within the financial year as budgeted.

Committee noted the figures in relation to interest receipts and payments. P Long highlighted the operating surplus of £301,702.

#### **Statement of Financial Position as at 30 June 2020**

P Long highlighted the figures relating to the current and non-current assets.

Committee noted a higher cash balance than budgeted due to an underspend in all maintenance costs, and although the Association had three members of staff on furlough this allowed 80% of the furloughed staff costs to be reclaimed from the government.

### **Management Expenses as at 30 June 2020**

P Long referred to the management expenses and noted a positive variance in staff training, due to Covid19 training sessions that were postponed or completed virtually. Committee were advised of an under-spend in professional fees due to the postponement of the stock surveys.

### **Covenant Analysis**

P Long referred to the covenant analysis as at 30 June 2020 and confirmed that the Association is able to comply with all financial covenants with the Royal Bank of Scotland.

The committee approved the Management Accounts to 30 June 2020.

## **5(i) DIRECTOR'S REPORT**

### **1. Scottish Housing Regulator**

S Macintyre informed Committee that the Association had submitted its monthly return to the Regulator for the month of May by the submission deadline date of the 7<sup>th</sup> of July, the regulator has now published a 3 month analysis for all RSL's which is available for viewing.

The regulator has published a short consultation with regards to its regulatory framework. The regulator is looking to see where the Covid-19 pandemic may affect RSL's not being able to comply with the regulatory framework. S Macintyre advised that the Glasgow and West of Scotland forum will be submitting a response on behalf of its members to the Regulator which Committee approved.

### **2. Recovery Planning – Post Lockdown**

Committee noted that the Association has had to make a change to the route map for more members of staff working into the Office following an announcement from the Scottish Government. Following the announcement all non-essential offices are to remain closed until at least 14 September. S Macintyre advised that a review into these dates is set to take place on 20 August, but for the time being it looks like the majority of the Association's staff will remain working from home and the office will remain closed to the public.

### **3. Current Position**

S Macintyre advised Committee that the Association's repairs service had now fully resumed as of 3 August 2020

Committee noted that there are still 3 members of staff working in the office maintaining the phones so that tenants can keep in contact with the Association. It was also noted that M McDonald (Property Services Officer) has been present around the estate supervising the ongoing environmental improvement works.

S Macintyre advised Committee that there is still one member of staff D Semple (Cleaner) on full furlough leave with D Campbell (Cleaner) on the flexible furlough scheme. T Brunton (Estates Officer) has returned to work however this is part-time Wednesday to Friday and is not office based. Cllr S McDonald asked with the furlough scheme going down to 60% if the Association would continue to cover the balance of the salary. S Macintyre advised that he would be reluctant not to cover the outstanding amount however it would be discussed at the management meeting the next day.

Following on from the discussion regarding the furlough scheme G Jackson asked if the Association had any plans to reward staff for their efforts working through the pandemic. G Jackson explained that from his own experience he has heard of companies rewarding staff who have been working through the pandemic, when others have been furloughed, with an additional day's leave. He asked if this is something the Association has thought about doing. S Macintyre advised he would take this suggestion to the Management team meeting for discussion the next day.

### **3.1 Housing Management**

C McKiernan advised that the contents of this report would be covered in agenda item 6 Performance report.

### **3.2 Property Services**

S Tait advised that the contents of this report would be covered in agenda item 6 Performance report.

## **4. Finance & Corporate Services**

S Macintyre informed that the Association is continuing to reshape its IT infrastructure and a tender will be issued shortly.

The Association staff has taken part in testing of the new hosted service by Omniledger which is saving the Association expenditure on a new server.

S Macintyre advised that staff are still being asked to remain vigilant when it comes down to cyber security.

## **5. Strategic Planning**

S Macintyre reported that there had been no change since this was last reported.

G Jackson suggested that the Association look to contact its current contractors and ask to look to reduce its current rates as there is potential to save money due to the Covid-19 pandemic. S Macintyre advised that he and S Tait will look into this to see if it is something the Association could pursue

## **6. Business Planning**

Committee noted that following confirmation that the stock condition survey will not be able to be carried out for some time the Association will now complete its business plan review with estimates only.

## **5(ii) AGM Report**

M White presented the AGM report to Committee and asked them to note the contents of the report and approve the attached AGM agenda. M White explained that the Association will almost certainly be unable to find a venue that is suitable to host a socially distanced AGM that the meeting will almost certainly be hosted virtually. This will unfortunately mean that some members will be unable to attend this virtually hosted meeting however there are only 7 members required to attend which will mean members of the Management Committee will be able to cover this. M White did advise that she will issue letters to members to see how they would feel about attending the meeting.

M White advised that there will be a special general meeting immediately prior to the meeting to approve the new rules.

M white also advised that in accordance with the rules 1/3 of the Committee members will be required to step down however they are allowed to be re-elected to the Management Committee members.

Committee noted the contents of this report and subsequently approved the draft agenda.

## **5(iii) Internal Management Plan Quarter 1 Update**

S Macintyre presented Committee with this report and asked them to note its contents.

S Macintyre advised that CALA homes had finally been in contact with the Association regarding the new developments at Fauldhouse and Chryston Roads and had advised that they are not confident they will have any update on the development until September. The Committee noted therefore that it is very unlikely there will be any Development Agreement in place by the end of September.

S Macintyre also highlighted point 7 on the report “to maintain rent arrears below 5%” it was reported that as of the end of June the current rent arrears percentage sat at 5.16%

Committee noted that the Association was also not on target to meet the Objectives at Point 10 – “To review the housing list by September 2020” and Point 11 “to re-let voids within an average of 21 days”.

## **5(iv) Committee Appraisals**

Olwyn Gaffney of SHARE was present at the meeting to give a presentation to members of the Management Committee on how the appraisal process will be carried out. S Niven asked when the appraisals questionnaires are required to be completed, and it was noted that these should be completed within the next few weeks with a view to one to one meetings taking place at the end of August 2020.

## **6. Performance Report**

### Property Services

S Tait advised that the amount of emergency repairs completed on time for both reactive repairs and gas repairs was 100% at an average time of 1hr 13mins in Q1.

S Tait updated Committee on the progress of the Association's gas servicing programme. Committee noted that there are currently 9 operating gas central heating systems with an outstanding gas certificate however 5 of these had been arranged to take place in the near future at the time of the meeting. The other 4 outstanding properties tenants have expressed their concern over coronavirus fears.

S Tait advised that the landscape maintenance contract continues to be carried out around the estate and is up to a good standard. S Tait added that the environmental fencing works is also being carried out to a high standard.

S Tait explained to Committee that the Association still aims to have all of its properties upgraded to meet the new standards for smoke and heat alarms being fitted before the deadline of February 2021 however it will depend on how willing tenants are to allow access.

### Housing Management

C McKiernan informed Committee that the Association had 11 voids at the time of the meeting and advised that there had been 4 properties re-let in July.

C McKiernan advised that rent arrears jumped between March and April, however as of the end of July arrears had reduced to just under £190,000 and former tenant arrears was at £27,000 giving the total amount of arrears currently sitting at £217,000 which is £4,000 less than what the figure was at the end of June. C McKiernan included some projections for arrears and has advised that some tenants may be made redundant at the end of the furlough scheme which could result in a further increase in rent arrears. It is predicted that arrears will increase again around Christmas time and is predicted to level off around March 2021.

Cllr S Murray asked if there was any help that could be provided to tenants to support with bills, food shopping, etc. C McKiernan advised that the Association's welfare rights staff has been working hard to help tenants with these issues. Committee noted that the Association had secured a grant of £8,500 and that these funds have been used to help tenants with vouchers to do food shops and clothing shops.

C McKiernan advised that in Q1 there had been 18 Anti-Social complaints submitted to the Association with all complaints resolved in the appropriate timescales.

## **7. Data Protection Report**

M White presented 3 policies to Committee for approval, these policies include the Data Retention Policy, the Privacy Policy and the Breach Notification Policy

After reading through these policies and following a brief discussion regarding the privacy policy Committee subsequently approved the Data Retention Policy, the Privacy Policy and the Breach Notification Policy.

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

M White informed Committee that the Association had received 1 subject access request and 1 freedom of information request in the year of 2019/20 which the Association had responded to appropriately.

**8. DATE OF NEXT MEETING**

Management Committee Meeting Wednesday 2 September 2020

Minutes prepared by; K. Tait, Corporate Services Assistant  
11/08/2020

Chairperson's Signature:

Date:

Copies of the above reports are available on request.