

**MINUTES OF THE MEETING OF  
MANAGEMENT COMMITTEE HELD ON  
THURSDAY 13<sup>th</sup> DECEMBER 2023 AT 6.30PM  
HYBRID MEETING**

**MEMBERS PRESENT:** Cheryl Miller (Chair)  
Audrey Flannagan  
Keith Kintrea  
Ghazala Hakeem  
Jen Cassell  
Mujeeb Ur-Rehman

**IN ATTENDANCE:** John Quinn, Director  
Alison Kevan, Head of Corporate Services & HR  
Alan McDonald, Head of Development & Property Services  
David Robb, Head of Finance & IT  
Sharon Flynn, Interim Head of Tenancy Services  
Jim Harvey, Consultant (Joined the meeting at 7.04pm)  
Liz Campbell, Minute Secretary

**1) Apologies**

Elizabeth Klein, Iain Doherty, Barbara Robertson and Conor Walker

**Leave of Absence**



It was reported that a target has been set to try and get more members, especially from the Merrylee area. At the recent open evening in Merrylee only 1 person attended.

**2) Declarations of Interest**

None

**3) Approval of Minutes of Meeting Held on 25<sup>th</sup> October 2023**

On page 2 of the minute – Elizabeth Klein's name was misspelled.

With this correction noted the minutes were proposed by Ghazala Hakeem and seconded by Keith Kintrea.

**Matters Arising** – It was suggested that the scholarship funds also recognised committee members who have passed away. It was reported that this had been an oversight and there could be perhaps some kind of remembrance as part of the 50<sup>th</sup> anniversary celebrations.

Previous committee members could be invited to events that are taking place during the anniversary year.

#### **4) Notifiable Event Update**

The Scottish Housing Regulator (SHR) has now closed this event and noted that the former Chairperson is unable to continue in this role due to ill health.

The Association was asked by SHR to complete a form on RAAC concrete. The form has been completed and returned to SHR. There are no issues with this material for the Association to deal with.

#### **5) Rent Consultation report 2024/25**

The Association's Business Plan requires a rent increase based on the inflation rate in September plus 1%. The CPI rate in September was 6.7% but this dropped to 4.6% in October. It is predicted that the inflation rate will continue to fall. It was emphasised that the increased revenue will be spent on properties and improvements. The work carried out in the Asset Strategy showed that there was a backlog of improvements in kitchens and bathrooms, and this would require £17m. This would involve work being undertaken over several years.

A table is included in the papers to show the different rates of increase and the cash amount that would equate to.

Discussion took place and it was stated that the figure of £17m was not included in last year's budget because that level of detailed information was not available at that time. A lot of work has taken place to identify the backlog in component replacements so that a programme of works to catch up with this can be planned. It was reported that a proposal would be discussed at the February Finance & General Purposes meeting regarding upgrading works and funds required for the new build site. HFIT is meeting with one of the lenders and may ask about relaxing some of the lending covenants that the Association has to adhere to.

It was reported that in the last five years 21% of the stock had components replaced and as work takes place these figures will increase.

A question was asked if roof replacements are also budgeted for. It was reported that this is done on a conditional basis and there is an amount set aside for emergency roof replacement should this be required. Roof inspections are carried out on a cyclical basis and there are few properties where roof works have been identified. It was asked if the Asset Management Strategy could be brought to committee early next year.

There have been below inflationary increases in previous years and committee are very aware that rent increase will put pressure on household budgets, but improvements cannot be made without it. It was asked that people are made aware of what the rent increase will help to deliver, and people see exactly how that money is being reinvested in their homes.

It was reported that a letter will accompany the rent consultation figures. **It was asked if committee could see the information that will go out to tenants before it is sent out.**

**Approval was given to consult on rent increase of 6.7%, 7.7% and 8.7%.**

## **6) Report on Link Site**

Work has been taking place on the Development Agreement and the final wording of this is being drafted. There was a condition placed by builders that the properties should be for people aged 60 and over. Negotiations have taken place, and this has been reduced to 55 years old and over. Once the agreement has been signed by the Solicitors of both parties the Secretary of the Association will also be required to sign it.

It is hoped that the first phase of flats will be completed by end of January/beginning of February 2024. The builders need to give 28 days notice of the handover.

**The update was noted.**

## **7) 159 Butterbiggins Road Tender**

The following points were highlighted:

- Tenders have been received and work is being done to finalise grant funding from GCC.
- The tender is valid until mid-January 2024.
- There are still some issues to be resolved with the Land Officer regarding remedial works.
- Planning permission runs out at the end of January 2024 so there is an urgency to get on site.
- If these issues are not resolved in time an extension may be requested for the tender acceptance period.

It was asked what the contaminates on the land are. It was reported diesel, fuel and possibly some metals in a localised area of the site.

**The update was noted.**

## **8) Redundancy Consultation**

Approval is being requested to begin redundancy consultation with two members of GCDT staff. The funding for one post will end March 2024 and there is no prospect of further funding for the post. GCDT Board considers that a post of Sustainable Tenancies Assistant is required to assist with the management and sustainment of the commercial property portfolio.

It is hoped that these changes will not lead to current post holders being made redundant and that suitable alternative positions can be offered. If redundancy was taken, then there would be redundancy payments due to the two members of staff.

Discussion took place and it was asked if the Sustainable Tenancy Assistant post was a mix of the two previous posts of MPW and Workspace Receptionist. It was reported that this was the case. It was suggested that the community development qualification be removed from the job description. **It was agreed that this would be done.**

**Approval was given for redundancy consultation to begin with two members of staff from GCDT.**

## **9) Procurement of New Telephone System**

The current telephone system is old and limited in what they can do. Renewal of the system has been included in the budget for this financial year.

It is proposed that the new system is based in the cloud to allow much more flexibility and is more adaptable. Research work has been undertaken and the proposal is to use G Tech 13 contract for the procurement of the new system. Using them would simplify the procurement process. If this is not possible then we will move to seeking 3 quotes as per our policy

It was asked how much had been budgeted for the new telephone system. It was reported £40k in this financial year and a further £30k after that.

It was stated that an adaptable system and future proofing the system was good.

**The proposed procurement was noted.**

## **10) Procurement of Corporate Utilities**

In 2019 Committee approved the procurement of utilities to March 2024. This meant we were tied into a significantly lower price than others during this period. The market is constantly changing, and the prices included in the paper have already changed. The best price we can now get are in some cases 106% higher than what we were previously paying.

A question was asked about the energy use in Samaritan House, and it was reported there are four meters in the building.

**Approval was given to continue with the quotations received, get a final tariff price confirmed and select an appropriate contractor as per the report.**

#### **11) Information Report April 2023 to September 2023**

The following points from the report were highlighted:

**Complaints** - There has been a rise in the number of complaints made. These are mostly regarding repairs and they mostly involve not getting it right the first time and having to go back to rectify things. The number of complaints upheld is similar to previous levels, but the volume of cases has increased and are taking up a lot of the Information Officer's time. This means that planned wider work has had to be put on hold.

A question was asked about Stage 2 complaints. It was reported if a complaint is escalated from stage 1 to stage 2 then it is counted twice.

**There were no further questions, and the contents of the report were noted.**

#### **12) A.O.C.B**

##### **Ground Maintenance Tender Report**

This forms part of the Environmental Action Plan for the area. The current grounds maintenance contract is due for renewal and is being operated on a month-to-month basis. The upkeep of the local environment is a significant area of concern for both residents and staff of the Association. The withdrawal of services by GCC regarding the uplift of bulk waste has impacted on the Association.

The new contract would mean an increase in service charges for some tenants and owners. The Factoring Team will work with owners on this. For some this will be an increase of £10 per month and for others an increase of £4 or £5 per month. This is because at the moment different closes are paying different rates, partly due to historical rates from stock transfers. There is a requirement for tenants and owners to be consulted regarding the new service charges.

A Public Contract Scotland (PCS) procurement had been carried out assisted by Reid Associates and the tenders returned. The preferred bidder is John O'Connor and this will provide an enhanced service to the community. It is recommended that an Estate Management Policy is developed to support the Environmental Action Plan.

Discussion took place about how people are used to these services being free and that there needed to be more input from community officers regarding littering and dumping.

**Approval was given to award the tender to John O'Connor and for the enhanced service to begin in January 2024.**

**SFHA Membership** – The Association is currently not a member of the Scottish Federation of Housing Associations. The Association has increasingly used facilities and learning opportunities provided by SFHA and it would be beneficial for them to become members.

**Approval was given for the Association to become a member of SFHA.**

### **13) Minutes of Sub Committee Meetings**

F&GP meeting held on 16<sup>th</sup> August 2023

Tenancy Services meeting held on 24<sup>th</sup> August 2023

Development & Property Services meeting held on 31<sup>st</sup> August 2023

GCDT meeting held on 4<sup>th</sup> October 2023

**The minute reports were noted.**

### **14) Report back from Other Organisations**

Employers in Voluntary Housing (EVH)

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

SHARE

None

### **15) Documents for Formal Execution**

None

### **16) Correspondence**

None

### **17) Annual Assurance Plan**

#### **Questionnaire, Overview, Action Plan**

Jim Harvey stated that he had been asked to assist with our planned self assurance over the coming 3 years. This would include ways of making it more manageable and more of a routine process for staff.

The following points were highlighted:

- Self assurance works best when committee members, the senior management team and the wider staff all work together.

- Committee need to be satisfied with and are responsible for what is agreed but to do that they require substantial support from staff. The right information has to be available to allow the right questions to be asked.
- Self assurance can be an early warning system for difficulties that may arise.
- A lot of information in one big go can be daunting so could reviews be staggered over a number of meetings?
- Should it be the whole committee, or a smaller working group to reach a view on assurance?

Discussion took place and it was suggested that there could be a theme for a set period of time looking at different regulatory standards. Perhaps look at how that standard affects each department. **It was agreed that Jim would look at it first and do this by business area.**

It was suggested a phased programme over 3 years could be looked at. Some topics will require a lighter touch and some more in-depth work will be required.

It was agreed that a summary of committee reports will be collated. What was discussed at what meeting. **HCSHR will progress this.**

In some cases, this is about making the information more explicit and not necessarily about doing things differently. It was stated that Committee members do not have access to documents on SharePoint. It was reported that access to these could be given and permissions to access documents was easy to set up.

It was suggested that Jan to March is used to decide committee input into the process and the terms of reference for that are agreed. Then from April to October get the business processes underway.

Jim will look at a plan for January to October (when the Assurance Statement is submitted to SHR).

Thanks were given to Jim and he was asked to give an indication of some dates in January/February when he would be available.

**Ghazala Hakeen left the meeting at 8pm and Mujeeb Ur-Rehman left at 8.24pm.**

**18) Date of Next Meeting** – Additional Management Committee meeting in late January/ Early February and 21<sup>st</sup> February 2024.

The meeting closed at 8.42pm