

**GOVANHILL HOUSING ASSOCIATION
MINUTES OF MANAGEMENT COMMITTEE MEETING
WEDNESDAY 24th AUGUST 2022 6PM
HYBRID MEETING – ELIM CHURCH AND ONLINE**

PRESENT: Annie Macfarlane (Chair)
Iain Doherty
Audrey Flannagan
Ghazala Hakeem
Cheryl Miller
Elizabeth Klein
Jen Cassell

IN ATTENDANCE: John Quinn, Director
Claire McGraw, Head of Tenancy Services
Alison Kevan, Head of Corporate Services & HR
David Robb, Head of Finance & IT
Liz Campbell, Minute Secretary

1.Apologies

John McLardie, Keith Kintrea, Wilma Logan, and Barbara Robertson

2.Declarations of Interest

None

3. Minutes of the Management Committee meetings held on 22nd June 2022

Correction – on page 5 – survey – “..... and trial it to ensure participants are not offended by any of the questions.” It was stated that the question asked wasn’t about the questions being offending but was to ensure that the data the Association was being forced to collect should be useful and meaningful.

The minutes were proposed by Ghazala Hakeem and seconded by Elizabeth Klein.

Minutes of Special Management Committee meeting held on 30th June 2022

Page 10 - The situation started with an approach from the QS for £50k....” This should be with an approach to the QS

The minutes were proposed by Elizabeth Klein and seconded by Cheryl Miller

4. Assurance Statement Review

SHR Guidance – Conducting reviews of Compliance with the Regulatory Standards of Governance & Financial Management

Annual Assurance Statement – October 2021

Assurance Plan – Current

The recent communication from Scottish Housing regulator (SHR) is a review of the process since it was introduced 4 years ago and is viewed as a “Lessons Learned” document. The SHR is recommending that it would be good practice for Registered Social Landlords to conduct a similar review of their Assurance processes which are used to submit their Annual Assurance Statement. It is proposed to use the services of an external consultancy to conduct this review to ensure no bias in assessment.

There were no comments or questions, and approval was given to approach Jim Harvey as a Consultant to conduct this review on behalf of the Association.

5. Service Areas Action Plans

The service action plans come from the Business Plan process and each service has developed targets and actions for their area of the business. The plans give details of actions required, Lead Officer responsible for them, and how success would be measured. The following areas within the service plans were highlighted:

- Void Performance – within the Service plans there is acknowledgement that work is ongoing to improve performance times in this area
- ICT Systems – within the service plans there is recognition of ongoing work required to improve how to get the best out of the current ICT systems the Association uses (eg. to more easily get data reports etc.) and to identify training needs to help with that.
- The number of component replacement options (eg.kitchens and bathrooms) and major repairs requirements that can be delivered next year will be very fluid dependent on the costs of materials which is rising at an alarming rate just now

Questions asked as a result of the report

It was asked if Capita was the main IT system, and it was reported that it was just the main housing database.

A question was raised about the sensitivity of firewalls, and it was stated that the foodbank can sometimes struggle to reply to referrals that are received from Housing Association staff. The Foodbank Manager will try contact Head of Finance & IT directly regarding this to try and resolve the issue.

On questioned about the impact of inflationary prices of materials labour on repairs costs, it was pointed out that the Head of Development & Property Services is working closely with Head of Finance & IT on these budget lines to manage improvement works next year.

The contents of the report were noted.

6. McGills – Notifiable Event – Verbal Update

Thanks were given to Development Officer and Asset Manager for helping with the information for this report.

The following update was given:

1. It is believed McGills will be going into administration on Thursday / Friday
2. No other interested party now
3. Court notice expires this week and no interest currently hence going into administration
4. We will terminate last existing contract (MR4) on the back of the Administrators being appointed

Govanhill currently has two contracts with McGills.

1. Common Repairs (7 closes -56 Flats)

This contract has formally been terminated by the Association but there are legacy issues

a) The principle one is the ongoing disputes between current sub-contractors and McGills regarding payment. This will become subject to the administration process

In the meantime.....subcontractors won't dismantle scaffolding etc. until this process is followed through. This is something we have to be aware of.

b) The Association has been preparing its claim on any losses it may have incurred as a result of the contract. The biggest loss will be loss of income for flats not being returned to let (approximately 1 year of lost rent)

c) The Association must find another contractor to complete works. A revised tender is being assessed by Surveyor.....indications are that costs look appropriate and competitive, and report will be with the Association in a couple of weeks to seek approval to proceed.

2. MR4 (36 Flats) - Major refurbishment contract 4

This is effectively still a live contract waiting but currently waiting for an Administrator to be appointed to proceed to terminate it (TC Young, our lawyers, is prepared to support this process) The legacy matters related to this contract are:

- a) The Association has taken possession of all the flats and have keys to each flat
- b) The Association is aware of approximately £15k worth of materials in McGills store that they have already paid for. These were intended for use in the contract and the Association is trying to acquire these before they are lost to administration process.
- c) The proposed plan to complete the contract should McGill's go into imminent administration is twofold; There are 10 flats which are almost complete - those minor works can be done by another contractor under the repairs and maintenance contract the Association has with them.

There are 26 flats which have major works to be done will involve preparing and another tender package and procurement programme. An update to committee will be given in due course on what that involves

3. Communication

- Common Repairs contract

Tenants and owners affected by this contract have been communicated with via monthly letters, organised meetings to respond to their queries and ad hoc communications and meetings with our staff through mediums such as email etc.

Once pending administration is official a letter will be sent out immediately to tenants covered by common repairs job covering situation about scaffolding and about the discussion with a new contractor.

- MR4 contract

These are void flats - no tenant/resident communication required.

4. External Communication

A press statement prepared should it be required and the SHR is updated as required. In line with insurance requirements, twice weekly inspection of scaffolding is taking place.

There were no further question or comments, and the contents of the update were noted.

7. Information Report

This is the quarterly report that shows the number of complaints, a breakdown of the stage and type of complaint and also details of other information requests that have been received.

Deadlines to respond have been met and only one response was late in this quarter. The Information Officer has recently returned from leave.

Section 8 gives details of statistics that have been downloaded from the Scottish Information Commissioner's website and shows comparison against other Registered Social Landlords.

There were no further comments or questions, and the content of the report were noted.

8. Association Registers 2021-22

Some parts of the Asset Register have been unable to be updated due to Covid restrictions.

Details of committee members and their interests were also listed in the paper.

The contents of the report were noted.

9. Minutes of Sub Committees

F&GP meeting held on 11th May 2022

Audit & Risk meeting held on 18th May 2022

Tenancy Services meeting held on 9th June 2022

GCDT meeting held on 15th June 2022

Development meeting held on 16th June 2022

The minutes were noted.

10. 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.

11. Documents for Formal Execution

None

12. Correspondence – For Information

None

13. A.O.C.B.

Head of Tenancy Services raised the issue of the current strike action by Cleansing Staff and asked committee their views on how the Association should deal with this. A contractor has offered to provide an uplift service during the strike but the costs for this are substantial and not sustainable. The initial quote given was [REDACTED] per day. The rubbish collected would be taken to a private depot to be disposed.

It was asked if members wished another contractor to be asked to also provide a quotation for rubbish collection assistance during the period of strike action.

Discussion took place and it was stated that it was a dangerous precedent to set of using tenants' money to clear up private sector waste. It was agreed that there was not an easy solution to this – if the slack is not immediately picked up but that a serious health risk could develop if items were left out.

It was also stated that the wider waste management plan of the Council had to be examined as it was not successful.

It was stated that if the property was factored it was felt that it would not be unreasonable for the costs of this to be added to the factoring bill.

It was confirmed that the Association had a good relationship with both contractors so it would not be an issue to go back to them at a later date and ask them to provide a service.

It was agreed that rubbish would not be collected by the Association in the first instance but if it became a safety issue or a public health issue then the Association would arrange for its uplift.

It was suggested that tenants and owners are reminded of good practice for disposing of rubbish and of their responsibility, particularly in this time of limited services.

Head of Tenancy Services will use the text messaging system to circulate information tonight.

It was asked if it was thought that build up of waste would be an issue for Merrylee residents and it was confirmed that it would definitely be an issue there too.

Members were reminded that there was a meeting with Elected Representatives on 2nd September at 12.30 and this was open to all committee members to attend. It was stated that since the last walkabout the motorised street sweeper had been seen working in the area.

Staff Welfare – In these difficult financial times staff will be reminded that there is support and advice available to those who require it. There is a welfare benefits service available to tenants and it can help staff too.

It was stated that if anyone is struggling to activate their Glasgow loves card the Foodbank can help them to activate it and access the funds on it. It was stated that some people had asked staff in the office and assistance had been given there too

14. Date of Next Meetings

Management Committee Wednesday 7th September 2022

AGM Thursday 15th September 2022

Management Committee Wednesday 28th September 2022

The meeting closed at 7.33pm