

**GOVANHILL HOUSING ASSOCIATION
MINUTES OF MANAGEMENT COMMITTEE MEETING
WEDNESDAY 23rd AUGUST 2023 AT 6.30PM
HYBRID MEETING**

MEMBERS PRESENT: Cheryl Miller (Chair)
Elizabeth Klein
Iain Doherty
Ghazala Hakeen
Mujeeb Ur- Rehman
Jen Cassells
Barbara Robertson

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

1) Apologies

Keith Kintrea and Audrey Flannagan

Leave of Absence

John McLardie and Wilma Logan

2) Declarations of Interest

None

It was asked if there was any update on John McLardie. [REDACTED]

3) Minutes of the Management Committee Meeting held on 23rd June 2023

The minutes were proposed by Ghazala Hakeen and seconded by Cheryl Miller.

4) Assurance Plan Update

An Assurance Statement has to be submitted to Scottish Housing Regulator (SHR) on an annual basis. An Action Plan is also drafted and runs from October to September each year. The work on the Action Plan is still ongoing and, is reviewed on a regular basis, and is coded using a traffic light system. Some actions have been completed, some work is still underway

and Senior Management Team discussed some of the actions required when they met last week. This report is to give members assurance and show the work that is well underway.

Discussion took place and a comment was made that it was good to see no items in red. It was reported that the plan would be revised in October and would look at next steps. The rising costs of component costs, changing Government benchmarks, uncertain financial markets, cash flow all have to be taken into consideration. The properties at the Link site may be ready earlier than originally anticipated and the costs for this incurred this financial year instead of next.

It was asked how the Tenant Portal was progressing. It was reported that there are 105 people using it just now, but it has not reached the 20% sample figure yet. Housing Officers are due to begin their annual visits to tenants soon and the portal will be discussed and promoted at these visits.

If the timescale for something has shifted there should be a note underneath that item in the report. **This will be checked to ensure it is consistent throughout the report.**

The progress to date against the Action Plan was noted.

5) Business Continuity Plan

Policies are reviewed every three years to maintain good governance. This policy was reviewed just before Covid, and changes have been made because of that. This is a tightening up on the previous plan and it was revised at a recent meeting of SMT. All the IT systems were changed to develop home/hybrid working and there is no longer a community shop. The robustness of the Business Continuity Plan was tested during Covid epidemic.

It was asked why on Page 11 it states there is no Security Policy. It was reported that this is a checklist that we use for ourselves and if we don't feel we need it. This particular section relates to CCTV so is not required.

A comment was made that the wider issue of climate change, adaptation, storm damage and flood resilience is also relevant. It was reported that this is more if a corporate report about business continuity.

It was stated that it should state this was a global epidemic or outbreak rather than a public health pandemic. This should be changed at 1.1 and 4.6. Infectious outbreak/health crisis would be more suitable wording too.

The Business Continuity Plan was noted and approved.

6) Annual Accounts 2022 -23

New copies of the accounts were emailed out this morning as the Auditor had requested that a further change be made to them. The following points were highlighted:

Page 17 Profit & Loss Account – the header has to be updated. This is a statement of money in and out. In **Other Comprehensive Income** – there is a bookkeeping adjustment to be made for Defined Benefit Pension Scheme. This is an actuarial adjustment that is required to be made. There is a cyclical nature to housing associations spending and maintenance cycle.

Page 18 – Assets & Liabilities – Cash held has increased [REDACTED] £6m has been drawn down from CAF Bank and this was discussed at F&GP. There are plans for large amounts of this to be spent in the next 18months/2years.

Assets- are valued at £121 .6m. Some of the stock has been on the books for 50 years and if this was revalued that figure would increase. However, if we started to revalue it this would need to be done every year and that would be a waste of money.

Overall, the Association is in a secure and stable position.

It was asked why every year there are surpluses and we are don't manage to spend what we set out to do.

[REDACTED]

It was reported that the process starts every April, and the condition assessment drives the component replacement programme. It was also reported that it is estimated the cladding works at Butterbiggins Road could cost in the region of £1m, there is £730k earmarked for a development at Albert Road. It is important to manage capacity and do the right things at the right time. It was reported that on page 32 it shows that £6.3m has been spent on major repairs. On page 20 the cash flow shows £6m drawn down from CAF Bank and £218k held in cash , against a turnover of £18m shows how much is being reinvested in the stock held.

The contents of the report were noted, and the Annual Accounts 2022/23 were approved.

7) Management Committee Responses to Audit Findings Report

This is part of the Audit process, and the attached paper is the proposed responses to the Audit Findings Report issued by the Auditors. A copy of this letter is submitted to Scottish Housing Regulator (SHR) so a robust response is required. It was reported that some of the recommendations have been accepted and may form part of development plans for future action and some are not practical to implement but the raising of them has been acknowledged.

Each response was discussed, and the response to each was approved.

Audit Fees – Due to the evolving nature of the audit and guidance changing during the audit RSM has reported that they have underestimated their fees for this year's Audit. They have reported that an additional £12k of work has been undertaken and asked for this to be given consideration by the Management Committee.

Discussion took place and it was asked if a breakdown of the additional work could be provided. **HFIT already has this and will circulate it for information.** It was reported that this is year 5 of the contract with RSM and it would not be a good time to try and retender the contract. It would be better to wait until next March and look at options for the future then. **Approval was given for HFIT to negotiate a settlement with RSM, and as a gesture of goodwill agreement given for up to for £6k in additional fees to be paid.**

8) Treasury Management Policy

Following lengthy discussions at F&GP meeting on 16.08.23 it was agreed that one point would be referred to Management Committee for a decision to be made. This is to increase the limit the Association can deposit with any one banking institution from £1.25m to £5m. The Association has a large cash balance and by spreading the investment of this it would reduce risk. The policy is very clear that only banks and institutions with "A" credit rating or equivalent may be deposited with.

Approval was given to increase the limit to £5m.

9) Management Accounts 1st April 2023 to 30th June 2023

These are not ready due to the additional work undertaken in the Audit.

10) Tender Approval – 213 Langside Road

Due diligence work has been completed and approval is sought to accept the tender of £591,482.58 ex vat from Contract Building Services (Scotland) Ltd for common repairs and flat upgrades at 213 Langside Road.

Discussion is still required with Owners and GCC have still to confirm Private Sector Housing Grant.

It was asked why there was such a low submission rate from the tender process. It was reported that the market is heated just now, and we have been able to access Link C-Urb framework to get competitive process.

Subject to confirmation of the Grant from GCC and a majority vote to carry out the works from owners, approval was given to proceed.

11) Appeal Against Decision of Development & Property Services Sub Committee

As Jen Cassells, Barbara Robertson and Elizabeth Klein were involved in the original discussion of this at Development & Property Services Sub Committee meeting they cannot take part in the appeal hearing tonight.

Tenant (Ref No 9619) submitted a claim for damage while common repairs work was being carried out in their close. The initial claim was heard at Development & Property Services Sub Committee and an offer of £500 was made. This was in line with what was offered to another tenant in the close. The tenant has not accepted this offer and has appealed the decision to the Management Committee.



Having considered the content of the appeal, the members who were not present at the previous hearing, all agreed that the appeal should be upheld and £988.28 in compensation paid to the tenant.

12) Policy Review report

Data Breach Management Procedure
ICT, Internet & Email Use
Information Security Policy
Social Media Policy

These are usual reviews that are due after 3 years. Info Law Solutions have assisted in the preparation of these policies, and they update the previous policies to ensure they continue to meet best practice and legal requirements. IT staff have also considered the updates and are happy with the content. The layout has changed but the content is legally required so there has been limited input from staff.

The contents of the report were noted and the updated suite of policies approved.

13) Information Report

It was reported that the member of staff who was temporarily in this post was successful at interview for the permanent post and has been in post since July. The post was advertised externally. The following points from the report were highlighted:

- Section 2 is a summary of complaints management.
- Section 3 is lessons learned.
- Section 4 is subject access requests.
- Section 5 is information requests.
- Section 7 GDPR – there were 4 potential breaches in the first quarter. One was sent to the wrong person but was to a committee member so no risk to information.

Another was sent to the wrong member of staff but contained no sensitive data. Our software provider made us aware of a potential incident but after investigation it was found that they assured us none of our data was compromised or lost.

The contents of the report were noted.

14) Share Member Cancellations

Every year before the AGM work is undertaken to verify details held on the Share Membership Database. This was overlooked last year so this report covers an extended period of time and includes the share reconciliations for the previous 3 years.

A comment was made that the membership is continuing to decrease. It was reported that a review was carried out two years ago and we had more members than other organisations of a similar size.

It was reported that annual visits will soon be carried out and new tenants are advised of membership when they sign their tenancy agreement. It is hoped that holding coffee mornings in the community hall will also help promote membership.

The contents of the report were noted.

15) Association Registers – 1st April 2022 to 31st March 2023

It was asked what campaigning bodies meant of the list of interests. It was asked if members had to declare if they were a member of a political party. It was reported they did but did not need to state which party they were a member of.

The contents of the report were noted.

16) Draft Committee Meeting Schedule 2023/2024

It was stated that the dates in April had been changed so not to coincide with the school holiday which is the first two weeks of April. Broadly the schedule is the same as last year. If there are any difficulties, please contact Nicki.

A question was asked about the Elected Representatives meeting. It was reported that at the last one only two people attended. The one at Merrylee was well attended. The draft meeting schedule was approved.

17) Minutes of Sub Committees – For Information

Development & property Services meeting held on 20th April 2023
F&GP meeting held on 10th May 2023

The contents of the reports were noted.

18) Report back from Other Organisations

EVH

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

SHARE

The contents of the report were noted.

19) Documents for Formal Execution

Share Applications

The following share applications have been received:

[REDACTED]
[REDACTED]
[REDACTED]

There were no objections, and the applications were approved.

20) Correspondence – For Information

None

21) A.O.C.B

CONFIDENTIAL ITEM

[REDACTED]
[REDACTED]

The change to SMT contracts was noted.

22) Date of Next Meeting

TBC September 2023

The meeting closed at 8.40pm