

**MINUTES OF THE MEETING OF
MANAGEMENT COMMITTEE HELD ON
THURSDAY 12th JUNE 2024 AT 6.30PM
HYBRID MEETING**

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

IN ATTENDANCE: John Quinn, Director
Alison Kevan, head of Corporate Services & HR (HCSHR)
Sharon Flynn, Head of Tenancy Services (HTS)
Jim Harvey, Consultant
Liz Campbell, Minute Secretary

1) Apologies

Elizabeth Klein

2) Declarations of Interest

Audrey Flannagan, Ghazala Hakeem and Mujeeb Ur-Rehman declared an interest in item 7 Terminating Tenancies

3) Approval of Minutes of Meeting Held on 29th May 2024

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

Matters Arising

New Build at Butterbiggins Road – it was asked when committee members would be able to get a tour of the new properties. It was reported that the first set of tenants move in next week and it is hoped that a site visit for staff and committee can be organised soon after that.

Item 6 – Confirmation was given that the ARC return has been submitted on 31 May 2024 with the variations that were discussed.

Customer Satisfaction Survey – it was asked if the presentation from this could be circulated. **Nicki will be asked to do this.**

4) Business Plan

Draft Business Plan 2024

Business Plan Appendices

Jim Harvey stated that this was an update to the Business Plan. Updates are done in years 2 and 3 of the plan. There are 54 priorities listed in the Business Plan and Jim will try to summarise the priorities for year 2 of the Business Plan. Many of these priorities have been discussed or approved by Committee members.

The following points were highlighted:

Governance – a target of attracting 2 new members has been set for this year. The Director has met with 3 potential new committee members this week. There has also been an advert placed in local publications to attract new members.

GCDT – the relationship with GCDT - It is important that as parent company the Management Committee has an awareness of the issues being faced by the Trust and an open line of communication is maintained. The community development side of the Trust is being built up again, but third sector funding has been greatly reduced.

Given the potential risks of reduced funding for neighbourhood activity through the Trust it was asked if the relationship between the Association and the Trust could be expressed more strongly in the Business Plan. It was stated that the Housing Association is a significant community anchor in the area and uses the Trust as its vehicle to support local neighbourhoods. As such the Association's Business Plan is a snapshot in time, isn't rigid and leaves room for flexibility and development in its Plan to help the Association meet its objectives of developing the communities its tenants live in in conjunction with the Trust.

Tenancy Services – A programme has been introduced for tenants to be visited in their homes every other year. Rent increased recently and although inflation has since decreased it is unlikely that costs will decrease. Rent arrears performance is very good but void management and times to re-let still need to improve. The operational details to tackle this should be included in the Action Plan. The Action Plan is being developed by the Senior Leadership Team.

It was reported that the Association is working in partnership with South Seeds and South East Foodbank to deliver energy efficiency advice and this is part of the services and support offered to tenants. It was stated that those relationships are good and have established good foundations for future work.

Asset Management – This applies to programmed works from 2026-2033. The programme of works is approximately £25 million. There is a lot of activity and the operating climate, contractors, labour mobility and the Association's capacity to manage these competing demands is key to the success of the strategy. There is a risk with that level of work and complexity in bringing the different strands of the strategy together. However, there is an

understanding of the level of component replacements that need to be planned into the future, work is in progress for the relevant software updates demanded by our systems and the finances required to complete the works have been accounted for in the budgets. A comment was made that the risk register that was used for South West Govanhill (SWG) was very informative.

It was reported that some of the planned works will come to Management Committee meetings for consideration. Some issues are still unknown e.g. net zero in pre 1919 tenements and if they are suitable for district heating networks. Government funding will certainly be required, and conversations continue with GCC. Timescale, funding and supply chains are all an integral part of these discussions.

Organisational Resources & Management -It is important to remember that this is a one year update and not a ten year plan. Value for money, efficiencies and financial viability are included in the operating model. It is difficult to say where the organisation will be in 5 years time but there is a very clear vision and sense of what kind of organisation the Association would like to be.

Although energy prices are starting to decrease they are still 60% higher than they were 4 years ago. It is unknown how much maintenance and construction costs will increase by.

There are geopolitical factors affecting the economy and it is very difficult to plan for the changes that occur as a result of this. There is an increased pressure on Housing Associations and as an example the Association has recently agreed that 50% of its lets will be given to those facing homelessness.

A comment was made that there was a typo in the bullet points on page 2 and thanks given to Jim for his excellent work. It was asked that epidemic is used rather than pandemic.

Head of Corporate Services & HR left the meeting at 7.35pm

Discussion took place with regard to financial projections in the plan and about the surplus and variances that occur in what is planned to be delivered and what is actually delivered. It was noted that the Head of Finance and IT (HFIT) recently reported on reasons for this at sub committee meetings (e.g. funds had to be drawn down but due to Covid restrictions could not be spent) The Head of Finance & IT had also offered to deliver training to Committee members on finance and accounts to help members understand the accounts and finance information presented to them and to give assurance to members about the financial governance. This is being scheduled in conjunction with the Committee. Discussion also took place as to why a 30 year plan was necessary and whether the level of information on the work required each year might be more appropriate which could then be presented in an annual plan each year.

With the typo amendment on page 2 taken into consideration the draft Business Plan was approved

Jim Harvey left the meeting at 8.02pm.

5) Update on Management Committee Structure & Draft Meeting Schedule
240221 Excerpt of Management Committee Minute
2024-25 Draft Meeting Schedule

This is an updated report after the matter was given consideration at the Management Committee meeting held on 21st February 2024. At that meeting there was a detailed discussion on the numerous factors that may have an effect on the capacity of the Committee to meet and govern the Association.

There are currently 6 vacancies for new Committee members and the Association is actively seeking to recruit new Committee members. There is also a recognition that Committee members are volunteers and give their own time to direct the work of the Association. The number of meetings required, the composition and capacity to be quorate at meetings were taken into consideration.

It is proposed that Tenancy Services and Development & Property Services Sub Committee meetings merge and an Operations Sub Committee is created. This would reduce the number of meetings that members were required to attend. Meetings would reduce from 23 to 17 per annum.

Discussion took place about the proposed merged committee and it was stated that because the number of development opportunities was reducing, the need for that sub committee may also be less.

In addition, it was discussed that bringing more information from sub committees (eg. health and safety performance reports) to the full Management Committee would be a more comprehensive way of providing assurance to all committee members. Developing a committee structure and a reporting structure with a clarity on how the Association is meeting its regulatory standards would be better met using full Management Committee meetings throughout the year. The meeting would also be aligned to progress on the Association's Business Plan. It was further stated that a calendar of meetings is best structured when there is an understanding in the calendar as to what would go to each meeting. For example, it was suggested that consultation on the rent increase is discussed at the October meeting and that be recognised in the calendar.

If these changes are to be implemented changes would be required to the Standing Orders and a final report will be given at the first Management Committee meeting after the AGM has taken place.

There are demands on Board members of GCDT also and it was agreed that the meeting schedule should also be discussed by the Board of the Trust.

Approval was given to reduce the number of sub committees, the changes to the proposed calendar of meetings was noted and progress of the review being undertaken to provide assurance to Committee that the Association is meeting its regulatory and statutory responsibilities was also noted.

6) Procurement Policy

The Procurement Policy has been updated as part of its scheduled 3 yearly review.

The review of the Procurement Policy and updates were noted and the revised policy was approved.

7) Terminating Tenancies Update

Audrey Flannagan, Ghazala Hakeen and Mujeeb Ur-Rehman are tenants of the Association and did not take part in the decisions required in this paper.

A custom and practice has developed if a tenant transfers from one property to another with no formal policy in place for this. If a current tenant transfers to another Association property, there is no charge implemented for the first 14 days of the new tenancy. If keys are handed in early the tenant may be due a refund on the rent that has been paid in advance. The terminology being used for this 14 day period is 'a rent free period'. This has caused confusion and is not typical practice. As 90% of the new build properties at Butterbiggins Road will be allocated to existing tenants this could have a significant cost to the Association.

Extensive discussion took place within which various points were made. It was stated that it made no sense for the Association to grant a rent-free period. It was recognised that some people don't have transport, it can take time to organise a removal/fitting of new carpets etc. It was asked what the notice period is required if a tenancy is being terminated. It was reported that 28 days notice is required. It was also stated that it was important that there was protection in place for tenants who were on benefits and who were receiving housing benefit. It was also stated that it was important that support was offered to tenants who were moving. It was reported that every tenant is offered an appointment with Welfare Rights Team when transferring properties.

Agreement was reached that the policy should be that 7 day non payment period for their new property is given to tenants when transferring to another Association property and this is reflected in the Void Policy.

Period Required After the Death of a Tenant

When a tenant has passed away the date of death is the termination date for the tenancy. Currently, the family is given up to 14 days to clear the property and hand back keys. It is felt that this is not practical and a proposal that this is extended to up to 28 days is being made. This would require a change to be made to the Void Policy.

Approval was given to increase the number of days that family are given to clear a property after the death of the tenant to 28 days and the Void Policy updated.

8) Election of Committee – AGM 19th September 2024

The rules of the Association state that one third of the longest serving members are required to stand down at the AGM. The longest serving committee member is Elizabeth Klein and she would be required to stand down. An additional two committee members from the remaining longest serving members are also required to stand down. Audrey Flannagan and Jen Cassells volunteered to stand down.

Elizabeth Klein, Audrey Flannagan and Jennifer Cassells will stand down at the AGM.

9) SHR Notifiable Events – Standing Agenda Item

No live events

10) Minutes of Sub Committee Meetings

F&GP meeting held on 8th February 2024

AGM held on 14th September 2024

The minutes of the Sub Committee meetings were noted

11) Report Back from Other Organisations

Employers in Voluntary Housing (EVH) - None

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

None

SHARE - None

12) Documents for Formal Execution

A share membership application was received [REDACTED]

Share membership for [REDACTED] was approved.

13) Correspondence

None

14) A.O.C.B

None

15) Date of Next Meeting

Wednesday 21st August 2024 at 6.30pm

The meeting closed at 8.50pm