

**MINUTES OF THE MEETING OF
MANAGEMENT COMMITTEE HELD ON
THURSDAY 25th SEPTEMBER 2024 AT 6.30PM
HYBRID MEETING**

MEMBERS PRESENT: Keith Kintrea (Chair from item 4)
Barbara Robertson
Iain Doherty
Ghazala Hakeem
Paul Callander
Elnimiery Khalifa
Cheryl Miller
Catherine McKernan

IN ATTENDANCE: John Quinn, Director
Alison Kevan, Head of Corporate Services & HR (HCSHR)
David Robb, Head of Finance & IT (HFIT)
Alan McDonald, Head of Development & Property Services
(HDPS)
Liz Campbell, Minute Secretary

John Quinn welcomed everyone to the meeting and as there are some new Management Committee members in attendance, everyone present introduced themselves.

1. Code Of Conduct

It was explained that the Code of Conduct sets out the requirements and expectations of being a member of the Management Committee. Each person has a responsibility to uphold this code and it is the means of conduct and appropriate behaviour as a member of the Management Committee. Decisions are made as a collective and there are notes and guidance on Declarations of Interest that should be noted in certain situations and information on what actions can be taken if it is felt that the Code of Conduct has been breached. **This must be signed to allow members to continue in their role on the Management Committee. It was asked that if this had not already been signed that it is completed and handed to Nicki as soon as possible.**

2. Declarations of Interest

This follows on from the Code of Conduct information and details when a Declaration of Interest should be noted. Any personal, financial or business interests you and people closely connected to you that are relevant to the business of the association should be

noted in the Registers of Interests. If you have declared an interest in a matter being discussed, then you cannot play any part in the discussion or decision regarding that matter.

It is noted in the Standing Orders that if you wish a matter to be discussed under Any Other Competent Business (AOCB) the Chair should be give notice of this prior to the meeting and if possible, 24 hours before the meeting. A couple of items have been requested for this meeting and as a Chair has not yet been elected, they were passed to John Quinn as Director.

3. Apologies

Elizabeth Klein, Audrey Flannagan, Mujeeb Ur-Rehman, Jennifer Cassell and Gary Paton all submitted apologies.

It was asked if some items on the agenda could be heard earlier in the meeting and approval was given for this change.

4. Election of Office Bearers

It was reported that the election of Office Bearers for the year 2024/25 would take place. It was noted that some of the Office Bearers from the previous year were not present at tonight's meeting however they had indicated a willingness to stand for re-election.

Chairperson

Ghazala Hakeem nominated Keith Kintrea, and this was seconded by Barbara Robertson.

Keith accepted the nomination. There were no other nominations, and Keith took over to Chair the rest of the meeting.

Vice Chairperson

Ghazala Hakeem nominated Audrey Flannagan, and this was seconded by Barbara Robertson.

There were no other nominations made.

Secretary

Ghazala Hakeem indicated that she would be interested in this role. Barbara Robertson nominated Ghazala Hakeem, and this was seconded by Cheryl Miller. There were no other nominations made and Ghazala confirmed she accepted the role.

It was noted that Elizabeth Klein had been Secretary for many, many years and a note of thanks was given for her long standing commitment to the role and the Association. It was suggested that this could be marked in some way at a later date, and all agreed that would be appropriate to do so.

Treasurer

Keith Kintrea nominated Cheryl Miller for this role, and this was seconded by Ghazala Hakeem. Cheryl asked what the role involved.

As previous Treasurer Keith Kintrea stated there was a responsibility to work with staff and other Office Bearers. It was reported that the Treasurer can be called upon to sign bank mandates. These documents have already been approved at Management Committee of Sub Committee level so there is no exposure of being solely responsible for authorising and signing a document.

There were no other nominations made and Cheryl confirmed that she accepted the role.

5. Committee Choices 2024-25

Sub Committees

- Operations Sub Committee
- Finance & General Purposes Sub Committee (Office Bearers & Chairs form the majority of this Sub Committee)
- Audit & Risk Sub Committee (Office Bearers & Chairs form this Sub Committee)

The Director showed the schedule of meetings document and stated this will be circulated to all members. Members were asked to remember that it is about capacity to attend and that there are also meetings for GCDT scheduled in the programme.

The Scottish Housing Regulator (SHR) had stated they were looking for more information in certain areas to be discussed in detail at Management Committee rather than sub committees. Finance and Landlord Health & Safety were specifically considered.

It was asked if Office Bearers formed the Finance & General Purposes Sub Committee and Audit & Risk Sub Committee. It was reported this was the case.

It was suggested that the forms are looked at outwith the meeting and that members preferences will be taken into consideration but if one of the sub committees required more members to be assured of being quorate then members may be asked to change their preferences. One member sought clarification to ensure the process was transparent. It was explained that it is not an election and members simply identify their preferences. At the first meeting held after the AGM each subcommittee elects a Chair for that subcommittee.

6. Appointment of Directors of Govanhill Community Development Trust (GCDT) 24-25

A meeting of the Board of GCDT is scheduled for next week. The Business Plan was due to be discussed at this meeting but it could be rescheduled to allow new members to join the Board.

It was reported that three members of the Management Committee had served on the Board of GCDT in 2023-24: Mujeeb Ur-Rehman, Ghazala Hakeem and Keith Kintrea. Ghazala felt she would be unable to continue given additional responsibilities in her new role as Secretary. Keith indicated he would wish to remain as a Director. As he is not present tonight the Director will contact Mujeeb to see if he also wishes to remain on Board of GCDT.

There are two External Directors, Tony Crosbie and Joyce Hardie and they have both indicated they would be happy to stand again and remain on the Board.

Keith Kintrea explained that GCDT was a subsidiary of the Association and there were two parts to its activities. The first is a Community Development part that gave the Association the status of a 'community anchor' organisation in the area. This part of the organisation also applied for grant funding to deliver various projects that supported the local community and tenants of the Association.

The other part of the Trust involved managing and letting commercial properties to small businesses. It provides business premises to small businesses and voluntary organisations.

Paul Callander expressed an interest in joining Board of Directors of GCDT. There were no objections made to this and the Management Committee agreed the appointment of Paul to the Board of GCDT. Cheryl Miller stated she may be interested in becoming a Board member but will make a decision in the near future.

It was reported that there is potentially one other person who may be interested in joining as an External Director and John Quinn is following this up.

7. Approval of Minutes of Meeting Held on 21st August 2024 and the Minutes of the Special Management Committee Held on 9th September 2024

Minutes of the meeting held on 21st August 2024

Item 11 of these minutes will be discussed at the end of this meeting by Committee members. There were no matters arising or questions asked.

The minutes were proposed by Ghazala Hakeem and seconded by Barbara Roberston.

Minutes of the meeting held on 9th September 2024

There were no matters arising or questions asked.

The minutes were proposed by Ghazala Hakeem and seconded by Barbara Robertson.

8. Notifiable Events – Scottish Housing Regulator (SHR)

Under this item, the Director reported that previous committee members should be made aware that a Self-Assurance Statement is submitted to Scottish Housing Regulator (SHR) every year, and that every year SHR picks some Councils and Registered Social landlords (RSLs) and looks at the evidence and processes used in submitting this statement. Govanhill HA was one of those selected in 2024.

Summary of Recent Visits and Discussions from SHR and any Outcomes

The Committee were made aware of a letter attached to this item which is a summary of SHR findings after meetings had taken place with senior staff. The following points were raised:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The SHR had also stated that they felt that they should have been notified of the [REDACTED] issues at 200 Butterbiggins Road and the association's actions to address them before the meetings with SHR had taken place. The Management Team had felt that this was more of an operational matter and that is why it was not dealt with as a Notifiable Event. Comments made have been taken on board, the information on the project has been presented to SHR as a Notifiable Event and processes have been updated to reflect SHR views.

The SHR Team also stated that they wished to be kept informed of progress being made on outstanding EICR checks.

The SHR also raised with all RSLs that they are looking for assurance that all committee members are assured of health & safety matters and that guidelines are being followed and each organisation is compliant in this area.

The SHR also responded in their letter to comments made in their meeting that our previous Chairperson John McLardie, who sadly passed away, had brought a lot of skills and financial awareness to the Management Committee. They sought assurance that financial training would be made available to other committee members, and were made aware that that was already arranged for 23rd September 2024, and that HFIT had recently (February) provided Committee Members with training in this area and is looking to build on that.

Since the finance training had preceded this meeting, a comment was made by a committee member that it was disappointing that only 5 out of 13 members were able to attend. HFIT and [REDACTED] have offered further training sessions. It was stated the session did help members feel more comfortable and they had learned a lot from it. It gave members information of how systems work. It was suggested the session is held again to allow other members to attend it. A comment was made that it proved beneficial to have someone external deliver the training and this also gives assurance to Committee Members. HFIT and the external provider from SHARE offered further training sessions for later in the year and it is intended these will be put into the diary as soon as possible.

A further comment made by the Housing Regulator in their communication concerned the Association's Minutes. It was stated the content and detail of the minutes should ensure those not in attendance at the meeting are able to follow the discussions that have taken place and decisions made. They also stressed the importance that the full committee be assured of the Association's compliance which hopefully is being addressed by the greater emphasis on the full Management Committee being supplied with the appropriate information and not just sub committees.

Finally, it was noted that the Housing Regulator was very positive about the emphasis that the Association puts on its health & safety work and at the meeting thanks were given to staff for all the hard work they have done in that area and indeed in all areas of the business.

In conclusion, the Scottish Housing Regulator did not wish to seek any further engagement with the Association and would continue with the level of engagement it currently has. The chair commented that it was good to see this wasn't requested and that the relationship with the SHR wasn't changing.

It was further noted that some of the information provided about 200 Butterbiggins Road given by HDPS to SHR was being used by them in conversations with other organisations., SHR have also been sent a copy of the Assurance report tabled at August's meeting which details the assurance process for this year and the work of the Assurance Working group.

9. Tenant & Resident Health & Safety Policy (TRH&S Policy), Health & Safety at Work Policy (H&SWP)

A comment was made that it was unhelpful that this paper did not have a covering report with it.

It was reported that every year all Committee Members are required sign the Health & Safety Policies. As a member of EVH we follow their guidance and use ACS Consultants when required. This is to ensure that Committee Members have cognisance of who has responsibility for what. This is revised each year to take into account staff changes and changes to roles.

A comment was made that some of the previous Committee Members names were still in the document, and this needed updated.

It was reported the Health & Safety Officer had previously delivered some training, and it would be good for that to be available to committee again. It was stated it was important for all members to be aware of these documents and their responsibilities.

As noted above Landlord Health & Safety will be discussed as part of Operations Sub Committee. A comment was made that a member understood efficiency and transparency and the effects of missing something at Health & Safety could be significant. The member also commented they thought this is a good move that would benefit the organisation.

All members stated that they had read and understood the policies and approval was given for Director and Chairperson to sign the documents.

10. Annual Assurance

This report is made up of 4 areas:

- **Commentary & Evidence List**
- **Assurance Action Plan**
- **Summary of Actions by Assurance Working Group – Regulatory Standards**
- **ARC Performance Report Comparisons**

It was reported that there were detailed discussions on these matters at the previous meeting so all the background details were not discussed at this meeting. However, it was noted that that once the Assurance Statement is submitted SHR can ask us to show the evidence for any section of the statement. Because of this the Assurance Working group was set up and has completed a great deal of work within the last year reviewing the Association's self-assurance processes. At their meeting in early October they will also carry out a sample review of evidence required. This gives assurance to the wider Management Committee that the evidence submitted is up to date and appropriate

The following points were highlighted:

10.2 Commentary and Evidence: Evidence for each standard is provided and there is an evidence bank of documents behind it that contribute to that

10.3 Assurance Action Plan This will be brought to Management Committee at regular intervals so that progress in the main elements can be noted. There are a number of areas outlined which will improve processes but none are felt to be serious and none materially non-compliant.

10.5 ARC information: The HCSHR provided this overview which gives comparisons to others. This is provided annually by SHR.

The ARC is submitted in May. The tenant questions should be directed to Head of Tenancy Services, but this section outlines the overall process. This will include questions about the tenants' survey.

Cover Report – the purpose of this is to consider the assurance process and if approval is given this will be covered in the Annual Assurance Statement.

- **1.2** Statutory guidance is listed here
- **Section 3** table is a new table and shows what regulatory standard is referred to and this will be in all reports from now on.
- **4.6** This is a summary so only one document.

Questions were invited. A member asked regarding the tenants' survey, what mechanisms for canvassing opinions of the tenants and factored owners were used? It was reported that SHR required a representative sample of people to be questioned on a 3 yearly basis. This was conducted by an external consultant and they attended the Management Committee meeting in May of this year to present their findings from the survey. A summary will be published in the next newsletter. HCSHR offered to send a copy of the survey and findings to the member who raised the question.

The member then asked how the sample was chosen and what was the size of tenants and owners sampled. Again, it was reported that this was conducted by an external agency on behalf of the Association.

The member commented that they had looked at the report and the Association performs well in comparisons to other RSLs except for environmental issues and more information on this was requested.

The Chair stated that he felt the specific process used to develop the tenants and factored owners survey would be better discussed at the next Operations Committee meeting. It was reported that environmental issues were part of the Operations Sub Committee remit. The member disagreed with this approach but it was Chair's view that the meeting needed to move on.

A member asked was asked what would be the assurance process for next year. It was reported the Assurance Working group will come to Management Committee with a paper in due course. A discussion on this will take place next week and it is anticipated that the governance paper and evidence bank of information will need only to be updated for next year. This would give an assurance oversight and there is no suggestion that such a large

piece of work will be required again next year. It was asked if this could be agreed before Christmas. **HCSHR will bring a paper to the October meeting on this.** Whilst HCSHR led the Assurance Working group this year it is not part of their normal remit and so developing a means to continue with this is important this going into next year.

It was asked if members feel there is enough assurance to allow the Director to prepare the Annual Assurance Statement for submission to SHR. There is still time if members feel there is more work on this required. The Director acknowledged there is a lot of information for new members to take on board and if they wish he would be happy to go through the details with them so they have more knowledge of the process for next year.

Approval was given for the Annual Assurance Statement to be brought to October meeting for consideration and for an update from the Assurance Working group to be provided at that meeting.

HCSHR left the meeting at 8pm

11) Appointment of External Auditor

The appointment of CT as External Auditor had been approved at the AGM, subject to approval by Management Committee. The timing of the tender exercise was unfortunate and this is why it was raised at the AGM before being discussed by Management Committee.

The Association's current Auditors had indicated they would not be tendering for the contract again.

Three firms submitted a tender return and this was assessed by Senior Finance Officer and Head of Finance & IT (HFIT) independently of each other.

Approval was given for CT to be offered the appointment of our External Auditor. This will be for a period of three years with a potential extension of a further three years upon agreement of all parties involved.

12) Govanhill Community Development Trust (GCDT) Annual Accounts

The turnover for the Trust dropped in 2024, compared to 2023 and this reflected the reduction in grant income and activity. However, a profit of [REDACTED] was recorded. Allowing for movement in the defined benefit pension scheme, the profit dropped to [REDACTED]. The pension adjustment is only a bookkeeping entry, not a cash adjustment.

The balance sheet shows just under [REDACTED] in cash, which at current levels would cover more than 6 months running costs.

[REDACTED]

There were no further questions.

The audited accounts of GCDT were approved.

13) Procurement of Strategic IT Advisor

HFIT had presented a report for consideration to the Audit & Risk Sub Committee in August 2024 regarding Capita Open Housing software approaching the end of its operational cycle.

There are mixed views on the current software, and work needs to be undertaken to look at other options that may be available. This will be a time consuming process and approval was requested to procure a Strategic IT Advisor to assist with the scoping of specification of any new potential system and assist with the procurement and implementation of this. It is estimated that the cost for this would be around [REDACTED] plus VAT, which was not anticipated when annual budgets were drafted.

A member asked how many days work would be given for the [REDACTED]. It was reported that the contract would be task orientated.

A member commented that if a new IT provider was appointed, assurance on who owns all of the final data was crucial, and this advice was noted.

A discussion took place and it was stated the needs of different groups in the organisation would need to be canvassed to find out what staff liked/didn't like to help shape the tender document to attract a system that would meet our essential criteria. It was stated the Association would need to see what was working but the Capita structure doesn't fit our systems well. It was reported that some 'adds-ons' are extremely expensive and staff were not always able to extract information for reports. It was also reported that the interface with contractors is vital for any new system. It was stated this is early days and it would be good to see a project plan. It was reported that any new and old system should run in tandem for around 12 months and a lot more information is required.

A member stated they had experience of Healthcare IT systems and migrating systems from one to another had seen Health Boards being held to ransom with the provider reluctant to hand over patient health records. The Association need to ensure Capita do not hold onto Association records and who owns our data should be clarified in a legally binding agreement.

A member suggested that previous advertised tenders could be investigated to benefit the Association's tendering process and those using these systems could also be canvassed for

their opinions. It will be especially important to ensure that there is a good handover and maintenance process developed once the contract has been agreed.

A member asked how the figure of [REDACTED] had been reached. It was reported the Association had asked other RSLs that had gone through this process for a benchmark figure. It was asked if the Association needed to spend this money before looking at our processes first given that the processes are key to sourcing the correct software. It was also suggested the Association look at what it would like the system to do that it cannot do now. In response it was reported that we are looking at this proactively and looking at sales pitch v reality, what was promised and what was actually delivered from our knowledge of prospective systems.

One of the members offered to circulate an email tomorrow that would help with a starting point for this.

Approval was given to procure a Strategic IT Advisor [REDACTED] to assist with the process and updates on the progress will be provided at a future meeting.

A project action plan will be presented to Committee in due course.

14) Notifiable Events

200 Butterbiggins Road Update

Following meetings with the SHR, they were formally notified of this project.

[REDACTED]
[REDACTED]
[REDACTED]

and the Fire & Rescue Service are happy with the fire risk policies and procedures the Association currently have in place.

[REDACTED]

[REDACTED] A progress meeting is scheduled soon to pull together the results of the surveys and the design team will agree the next steps to be taken.

[REDACTED]
[REDACTED]

The remediation contractor has reported an overall delay so far of 12 weeks while further investigations are undertaken and the overall delay will depend on necessary remediation works, specifications and the weather.

[REDACTED]
[REDACTED]

Thanks were given for the update on the work undertaken so far and the communication with SHR. If an urgent decision is required or urgent information to be shared it was requested that committee members are contacted.

The contents of the update were noted.

15) Management Committee Member Training

It was reported that all members of the 2023-24 Management Committee had completed their appraisals by July 2024 and the nature of these were confidential. However, they provide indications of collective and individual training needs. The Director reported he was also conscious that new members had joined the Management Committee after the recent AGM.

It was suggested that an external organisation could provide some training and SHARE had been approached to help with delivering a training plan this year and in future years and to assist with appraisals in the future. Internal training would also be available. It was suggested a training event could be followed by a social event to allow members to get to know each other. A suggestion was made that e-modules may be available but in person training would be preferable.

It was agreed that a proposed programme of training will to be brought for committee consideration.

16) Minutes of Sub Committee Meetings

Tenancy Services meeting held on 2nd May 2024

F&GP meeting held on 8th May 2024

It was noted that the dates on the attached minutes did not match the dates on the agenda so the minutes were not approved.

17) Report Back from Other Organisations

Employers in Voluntary Housing (EVH)

None

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

None

SHARE

None

It was stated that the Association did not have any representatives on EVH or GWSF but that can be discussed at a future meeting

18) Documents for Formal Execution

200 Butterbiggins Road – Contracts for Cladding Replacement

213 Langside Road – Contract for Common repairs & Flat Upgrades

243 Allison Street – Contract for Common Repairs & Flat Upgrades

Approval was given for the above contracts to be signed

19) Correspondence

Letter from Scottish Housing Regulator (with Annual return on the Scottish Social Housing Charter: A Consultation for Information)

It was noted that a response was due by 8th October and assumed the Association would be making a response. **It was reported that consultation on the GCC Local Housing Plan would be circulated to committee members.**

20) A.O.C.B

It was reported that the following submissions had been made:

- Scottish Housing Regulator – Accounts, Audit Findings & Management response to Audit Findings Report - Submitted 19/09/24
- Audited Financial Statements Return – submitted 03/09/24
- OSCR – annual report submitted 20/09/24
- Financial Conduct Authority – annual report submitted 20/09/24
- SHAPS Financial Assessment – annual report submitted 03/09/24

Insurance Premium – a refund of £157,090 was received.

Loan Covenants – Barclays Bank have stated that a decision will be given by them on previously requested changes to the covenants and lending restrictions by the middle of October.

Staffing Update – Mandy Devlin has been recruited via EVH on a temporary contract. Mandy is related to Louise Devlin, an existing member of staff. It is considered good practice to inform Management Committee of this.

Personal Liability as Board Member – one of the members had requested clarification on their personal legal liability as a member of the Management Committee. It was reported that TC Young had been approached for advice and they will provide a note to give assurance on this. **Once this has been received from TC Young it will be circulated to all members.**

Environmental Concern – a member had requested to schedule a question on this in AOCB.



The Chair stated that there wasn't time at this meeting to speak at length about Merrylee but they would be interested to hear from the member on this but as it was 8.30pm tonight's meeting was running out of time and it would be better this is raised at the Operation Sub Committee meeting but it is useful that an issue has been flagged up.



Staff were asked to leave the meeting at 8.41pm to allow Committee Members to discuss a confidential item.

21) Date of Next Meeting

23rd October 2024