

**GOVANHILL HOUSING ASSOCIATION  
MINUTES OF MANAGEMENT COMMITTEE MEETING  
WEDNESDAY 25<sup>th</sup> OCTOBER 2023 AT 6.30PM  
HYBRID MEETING**

PRESENT: Cheryl Miller (Chair)  
Keith Kintrea  
Elizabeth Klein  
Jen Cassells  
Iain Doherty  
Ghazala Hakeem

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

**1. Apologies**

Audrey Flannagan

**Leave of Absence** John McLardie & Wilma Logan

**2. Declarations of Interest**

None

**3. Minutes of Management Committee meeting held on 23<sup>rd</sup> August 2023**

The minutes were proposed by Ghazala Hakeem and seconded by Jen Cassells

**Matters Arising**

An update was given on John McLardie and [REDACTED]  
it is now apparent that he will no longer be able to continue as a Committee Member of the Association.

Discussion took place and it was stated that these were very sad circumstances and that a public note of thanks should be made. This should acknowledge what a hugely valuable member of the various committees that John had been and the enthusiasm that he brought to his duties as a committee member. It was suggested that an article is placed in the next newsletter. **John Quinn will action this. He will also contact EVH and Share as John McLardie was also a member of these organisations.**

The absence of the Chair is a notifiable event and since John was Chair at the time of the incident, and the Scottish Housing Regulator (SHR) had been informed of John's absence due to medical matters. The Director and SMT recently met with our New Regulation Manager. Once notification has been given that the Chair is unable to continue with his role the event should be closed off by SHR.

#### **Minutes of Management Committee meeting held on 27<sup>th</sup> September 2023**

A correction was requested for item 5 on page 3 – Appointment of Directors of GCDT – it was asked that names of Directors should be listed in full and not just forenames.

With this correction in mind the minutes were proposed by Ghazala Hakeem and seconded by Elizabeth Klein.

**Matters Arising** – A survey had been carried out regarding attendance at meetings. It was stated that the position is to encourage people to attend in person as much as they possibly can, but hybrid meetings are easier for some members to use for attendance at meetings.

#### **4. Annual Endorsement of H&S Policy 2023**

This was circulated to everyone and tonight seeking approval for Chairperson and Director to sign it. The document outlines the responsibilities of Office Bearers and Committee Members.

**HCS&HR will email it to all members. Chairperson is coming into the office on Monday and will sign the document then.**

#### **5. Annual Assurance Statement**

##### **5.2 Standards of Governance & Financial Management**

##### **5.3 Annual Assurance Charter**

##### **5.4 ARC Information**

##### **5.5 Assurance Action Plan**

##### **5.6 Assurance Briefing Note**

##### **5.7 Annual Assurance Statement – October 2023**

The Annual Assurance Statement is required to be submitted to Scottish Housing regulator (SHR) by the end 31<sup>st</sup> October 2023. They wish assurance that the Committee receive the appropriate information to allow them to make decisions. Evidence to ensure the organisation is meeting regulatory standards and legal requirements is provided throughout the year.

The principal source of evidence is recorded via the committee and board meetings and business planning meetings. All of the information is collated in the attached papers.

The evidence of following charter standards and the ARC information is attached as an appendix. Information is given to compare the information with other similar organisations. The Assurance Action Plan is discussed at Management Committee meetings. There is a lot of work and processes involved to ensure that a consistent approach is taken across the organisation.

The following points were highlighted:

**Customer Engagement** – tenants have been surveyed and meetings held with new tenants as part of an increased programme of tenant involvement.

**Equalities Reporting** - The equalities information is also crucial to the reports. This outlines how we comply with our duties under equalities legislation.

**Assurance Review** – Jim Harvey was commissioned to assist with the review of the assurance process and Jim is preparing a draft paper that will be discussed at the December Management Committee meeting.

**Comparison with other RSLs** – the statistics give an overview and show how our performance compares with other similar Associations.

A question was asked about cases of anti-social behaviour and about the service that was brought in to deal with this. It was reported that there had been a slight decrease in the percentage of cases resolved and that is why the Glasgow City Council service had been brought in. It is hoped the impact of this will be seen in next year's figures and this is still a work in progress.

**Emergency Response Time** – this has improved to 2.39 hours. The Scottish average is 4.16 hours. It was asked if this was due to Covid and less emergency repairs being reported. It was stated that this was the case. It was also reported that we worked with contractors during Covid, and kept them doing jobs and this helped enormously. The systems with contractors have now bedded in and are working well.

**1<sup>st</sup> Stage Complaints** – the Association's response time is better than the Scottish average figures. 100% for the Association and 96.76% for the average.

**Rent Arrears** – our %age of gross rent due is 2.65% and other associations have much higher figures with the average arrears being 6.9%. We have done very well in this area.

**Tenancies Sustained** – again it was noted that the Association had performed very well in this area.

**Action Plan** – There is a focus on customer engagement within this. A couple of events have recently been held and they were very successful. A text was sent out regarding the Asset

Strategy and so far, there have been over 100 responses. This survey will be closed at the end of the month.

A comment was made that the action plan review was confusing and some dates listed are before 2022/23 and some to be reviewed in 2022/23. It is reported in different places and different ways. The tenant portal was also mentioned three times in different places. It was stated that there should be consistency throughout the documents. **It was reported that the Action Plan for 23/24 is being developed and it will be brought to December meeting. Jim Harvey will also attend the December meeting.**

**Approval was given for Chairperson to sign the Assurance Statement and for it to be submitted to Scottish Housing Regulator.**

## **6. Standing Orders Amendment**

This report is for Management Committee to consider and approve a proposed change to the Association's Standing Orders to reflect the changes to the new calendar of sub committee meetings and the frequency of when they are held.

**It was asked if the date for F&GP meeting in February can be changed if possible.**

**The change to the standing orders were noted and approved.**

## **7. Development & Property Services Sub Committee Membership**

At a previous meeting it was requested if the Membership Policy and Rules of the Housing Association could be refreshed so that a proposal to allow someone who did not live in the area but who may be interested in joining the Committee could be fully considered.

It was confirmed that the membership policy does not indicate a need to live in the area.

It was also asked if someone with expertise in a certain area could become a committee member. It was confirmed that the policy confirms that this is possible. With the former Chairperson unable to continue, his financial knowledge and expertise is being lost and perhaps someone with those kinds of skills could be a useful addition to the current membership. A comment was made that any new members would be made welcome, but membership should remain as predominately local people so that the identity and original aims are not lost. Members would not like for the committee to be made up of mostly people who do not reside in the area.

It was stated that it would be useful to have someone with financial skills join the committee but there hasn't been a paper or proposal made for this and a perhaps there could be a limit agreed on the number of people recruited on a skills basis.

It was reported that the aim would be to gauge the interest of local people and that Merrylee desperately needed more members. Committee membership has been raised at recent coffee mornings along with focus groups and residents' engagement group membership as some people may find joining the management committee too daunting.

Discussion took place and it was stated that the previous course about committee membership was really useful. It was reported that a Tenant Engagement Worker post is currently being recruited and they could deliver that course/training for new members. It was reported that the setting up of a resident's group is also being investigated.

It was reported that the 50<sup>th</sup> anniversary was coming up and there would be 60 new tenants when Butterbiggin Road was finished so there are opportunities coming up to promote increased membership. One member expressed an interest in attending future events to chat with people about membership. **HTS will circulate event dates to committee members and they would be welcome to attend events.**

It was asked if a meeting wasn't quorate, and a decision was required could members ask another member to be their substitute and pass on their decision so that a decision can be made at the meeting. It was confirmed that this would not be possible.

It was reported that nothing had been formalised and the initial discussion had started because someone had stated that they may be interested in joining but they did not live in the area.

## **8. Membership Policy**

This was covered in the discussions above.

## **9. Equalities Action Plan**

### **Equalities Action Plan 2023**

This is an update on how the work in relation to Equalities is progressing and to seek approval for an updated Action Plan. This Action Plan covers the period October 2023 to October 2024.

Appendix 2 Is a copy of the reports that were reported at F&GP meeting in May and Appendix 3 gives information on equalities data relating to Tenancy Services.

Appendix 3 – there were some IT problems and couldn't get all the data, so the information included is from the last survey. There were 320 responses, and this gives a snapshot of data. More data will come from the system in the future.

SHR sets out standards that all social landlords should achieve when performing their housing activities. These include compliance with equalities legislation and take into account human rights and ensure all services recognise individual needs.

As yet there is no comparison data with other RSLs but it is expected that this will be available for future reports.

There is a 14 page Action Plan. This includes the following actions:

- Review services and ensure they are tailored to equalities data.
- Translate a key sentence in each key service into the top 3 languages that have been identified as being most used.
- Update handbook
- Encourage underrepresented groups to join groups to strengthen the network of the local community so it is represented as best we can.

A question was asked about the ethnicity groups used in Appendix 3. It was reported that these were the headings from Equalities Legislation, so we were required to ask under those headings. It was reported that there is an option of prefer not to say or for other description.

A comment was made that there is a long list of ethnicities and appreciate we have to be inclusive, but Roma was not featured in data. They are a marginalised group who have many dealings with the Association. It was reported that these are the categories taken from the Census and that this is only one way to collect data. The longer-term intention is to go out and try engage with groups and support those who have little or no literacy skills.

There is a row at the top of table but its blank. **This will be corrected. It was also suggested that a note is added to explain the missing data so that it makes sense.**

It was reported that the table is based on older data and the paper tonight wasn't about the data but to confirm that committee are happy with the work that is in progress and the direction that is taking.

**The contents of the report were noted, and the Action Plan agreed.**

## **10. Intra Group Management Charge**

Keith Kintrea and Ghazala Hakeen declared an interest in this as they are both Directors of GCDT.

At the last meeting of GCDT it was stated that the Trust is in a contraction phase and the grant income has dried up from the community development side of the business. The transfer of Forsyth House has brought into the focus the costs of maintaining the property side of the organisation. An exercise has started to try and identify savings. One of the savings identified is the management charge which is a cross charge of time that housing association staff spend performing tasks for GCDT.

The analysis of 2022/23 expenditure showed a total management charge of £52,384 of which £18,726 was attributed to redundancy exercise of community development staff and a further £36,658 in more general support.

The amount for 2023/24 is unknown as this will be driven by the amount of tasks undertaken.

There is a debt of £91,034 owed to Govanhill Housing Association by GCDT, of which £45,062.21 related to past management charges. The amount received from GCDT is equal to 0.3% of the total income of the Housing Association but is 7.5% of costs of GCDT.

The Housing Association budgets do not assume any income from GCDT by way of management charge.

The Auditor has stated there are no problems with the Housing Association making an in-kind donation of time and expertise. A record of the notional management charge would be retained, and it would be disclosed in the Association's annual accounts.

**Approval was given, by all members who are not Directors of GCDT, that the Association makes an in kind donation of support services and this is to be reviewed for a minimum period of three years.**

**Approval was also given, by members who are not Directors of GCDT, that the outstanding debt relating to management charges are forgiven.**

#### **11. 221 Allison Street – Contract Approval**

TCS Construction compiled a tender report on behalf of the Association for common repairs and flat upgrades at 221 Allison Street.

The Associations share of works is 100% funded by grants from Glasgow City Council and other common costs funded by owners and hopefully Private Sector Housing Grant.

TCS consider the tender submitted by Contract Building Services (Scotland) Ltd to be a competitive offer for the works required.

Usual diligence checks have been carried out and Contract Building Services (Scotland) Ltd have an overall business risk rating of "Low-Moderate". The assessment of a probability failure is well below the industry average, and their risk indicator is 2 and this is a lower than average risk.

**Approval was given to accept the tender from Contract Building Services (Scotland) Ltd to the value of £464,986.21 excluding vat.**

This will be subject to approval of Private Sector Grant by Glasgow City Council and a majority vote to carry out the common close with other owners.

## **12. Environmental Action Plan**

### **The ground services contract will be brought to the next meeting.**

The report is to share a draft copy of the proposed Environmental Action Plan with committee members.

The environment has been an area of concern for residents and staff of the Association. To make improvements it requires the involvement of several agencies, including Glasgow City Council (GCC) and contractors.

At a recent public meeting it was apparent that residents expect more and are unhappy about the condition of the local environment.

It was asked if there was a lot of anger at the public meeting. It was reported that a lot of anger was aimed at GCC for not collecting bulk and emptying bins. There were some robust conversations, and the Association was represented at the meeting and spoke as custodians of the needs of our tenants.

The first meeting of an Environmental Residents Group has taken place.

The Action Plan is about the Association having clear procedures, used by all staff, in place. It will be made clear at the start of each new tenancy what tenant's obligations are and to ensure that they are understood.

One member stated that there was an issue in his backcourt and the member of staff who dealt with it was fantastic.

It was reported that each Housing Assistant will have an action plan for their patch and that will outline the work that is required in each close and back court.

A question was raised about the provision of back door keys, and it was reported that there was no charge when issuing a replacement back door key.

It was stated that it was very useful to see everything laid out and it distinguishes what is and isn't the Association's responsibility. It was suggested that it would be useful if committee members were invited when walkabouts were taking place.

It was reported that the back court is also an amenity and work needs to be done to identify where investment is required. This will be part of next year's budget discussions. It was



reported that although some areas such as front gardens are the tenant's responsibility some are in such poor condition the Association may have to step in and more money may be requested when the budgets are being set.

It was reported that staff will visit each tenant every two years and as part of that staff should be looking at the closes and areas around the property.

It was stated that education would play an important part in this. It was reported that the garden group are keen to become more involved.

The recent close cleaning contract had an element of community benefit built into it and this could be apprenticeships or that contract helping with some of the garden works.

The contents of the proposed Action Plan were noted.

### **13. 50<sup>th</sup> Anniversary Diary**

A group of staff and committee members have been discussing various options to celebrate the Association's 50<sup>th</sup> Anniversary. It is proposed that events will take place throughout the year to mark this special occasion.

These events include a tea dance, fashion show, mural, and a scholarship fund in memory of staff members who have sadly passed away. Money has been set aside in this year's budget (£10k) and an overall budget of £60k was proposed.

One of the first things to happen is that the Association's logo will be turned gold and there may be a further rebranding later in the year.

This is a draft calendar and events may be added or removed as discussions progress.

Ghazala Hakeem expressed an interest in becoming involved in planning events and was invited to join the working group who are planning the events.

**The budget for these events was approved and the calendar of events was noted.**

### **14. Minutes of Sub-Committees**

Tenancy Services meeting held on 27<sup>th</sup> April 2023

GCDT meeting held on 14<sup>th</sup> June 2023

GCDT meeting held on 23<sup>rd</sup> August 2023

Development & Property Services meeting held on 10<sup>th</sup> August 2023

**The contents of the minutes were noted.**

## **15. Report Back from Other Organisations**

### **Employers in Voluntary Housing (EVH)**

EVH have requested a representative member from the Association.

**John Quinn will circulate the details for the next meeting.**

### **Glasgow & West of Scotland Forum (GWSF)**

**SHARE**

## **16. Documents for Execution**

None but Chairperson will sign Health & Safety documents on Monday.

## **17. Correspondence**

None

## **18 A.O.C.B.**

**Tenancy Services** – This will be Claire's last meeting before starting her maternity leave. Sharon Flynn will start with the Association on 13<sup>th</sup> November and will be covering Claire's leave. Everyone on the Management Committee gave Claire their best wishes.

Alison Kevan, Claire McGraw and David Robb left the meeting at 8.25pm.

## **CONFIDENTIAL MINUTE**

The Director wished to speak to the Management Committee about a personal issue.

There were no questions or objections raised and the discussion was noted.

## **19. Date of Next Meeting**

13<sup>th</sup> December 2023

The meeting closed at 8.30pm