

**GOVANHILL HOUSING ASSOCIATION
MINUTES OF MANAGEMENT COMMITTEE MEETING
WEDNESDAY 2ND SEPTEMBER 2020 AT 6.30PM
ONLINE MEETING**

PRESENT: Annie Macfarlane
James White
Barbara Robertson
John McLardie
Elizabeth Klein
Wilma Logan
Mujeeb Ur-Rehman

IN ATTENDANCE: Shannon Watson, Head of Finance & IT (HF)
Alison Kevan, Head of Corporate Services & HR (HCSR)
Alan McDonald, Head of Housing & Property Services (HHPS)
John Quinn, Director
Liz Campbell, Minute Secretary

1.Apologies Keith Kintrea
Ghazala Hakeem
Ken MacDougall

2.Declarations of Interest

Members of Housing sub committee can not take part in item 13

3.Minutes of Management Committee meeting held on 24th June 2020

Matters Arising – none

The minutes were proposed by Mujeeb Ur-Rehman and seconded by John McLardie.

4. SW Govanhill Acquisition & Repair Programme – Update – For information & Approval

SW Govanhill Major Repairs 4 Tender Report
Employer's Agent Tender Report
Tender Summary and Form of Tender from the Contractor

This project is in its fourth and final year. Progress has slowed down due to Covid-19 and the revised target of acquisitions is now 53. The aim is to have 348 properties acquired since the start of the pilot programme.

Contractors have been very diligent with their procedures to allow work to continue.

The Association continues to make the case for funding support for a further programme of acquisitions and repairs. Glasgow City Council have indicated grant support may be available for a further two years but this has not been formalised.

The three Community Support Officers working in South West Govanhill have been providing support to the wider community and vulnerable tenants. 331 families have been supported. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

there are now an additional 66 closes being managed by the Association.

To date grants of £5million from Scottish Government and £2,352,805 from Glasgow City Council have been received and accepted.

A question was asked about the exact location of the flats mentioned in the various major repairs contracts – only contract numbers were listed in the report. **HHPS will get that information and circulate it to members through the appropriate channel.**

A member also commented that one of those contracts was completed almost a year ago and would now be in a defect liabilities phase.

A tender proposal was submitted by McGills Scotland Ltd for Major Repairs contract 4. This is to the value of £2,339,328.50 with an overall total estimated project cost of £2,905,223.

The contents of the report were noted, and the tender proposal was accepted.

5. Covid-19 Update – For Information

The office remains closed and staff continue to go in by arrangement for essential reasons only. Robust online training has been created by the Health and Safety Team and all staff have completed online training modules.

Staff are in the process of completing an individual Covid-19 vulnerability risk assessment with their line manager.

Staff have been separated into 3 work bubbles. These are Office Based 1 and Office Based 2 and they will alternate responsibilities on a week to week basis. The 3rd cohort are home based staff. If one of the Office based groups had to self-isolate, then the home-based staff could step in to ensure continuity of essential services.

As lockdown is eased the way services are being provided remains fluid. Viewings have re-started and this has been done on an appointment only basis. The new interview booths have been used for the first time and this went well.

There has been reasonable access given by tenants for the new LD2 smoke detector upgrades and appointments are starting to be arranged for the next batch of installations.

Single trade repairs have been taking place and more complex multi trade works have started this week.

Interviews regarding anti-social behaviour and money advice are also restarting.

Committee meetings have continued as planned. There will be a special general meeting on 17th September to obtain approval from members for a proposed change to the Rules of the Association; this includes the ability to hold general meetings of members virtually if not possible to do so in person. The ability to hold meetings virtually has been made possible by a recent act of Parliament that allows for special measures to be taken by all companies including housing association to conduct an AGM virtually even if this is not written into the company's current rules.

There has been a massive change in how staff work but all teams have been communicating well and it is important that staff do not feel isolated. It was reported that staff have responded very well to these changes.

Staff have also been reminded that there is a confidential counselling service available to them if they require support.

A member stated that it was very impressive how everything has been managed and passed on thanks to all the staff of the Association and the Trust for this.

The contents of the report were noted.

6. New Model Rules – For Approval

The new model rules are the result of a review conducted jointly by the Scottish Housing Regulator (SHR), Scottish Federation of Housing Associations (SFHA), Glasgow and West of Scotland Forum (GWSF), and TC Young.

Most of the changes that have been made are fairly minor. The main changes include:

- The ability to hold remote meetings of the members
- The Chairperson cannot act as a proxy vote
- Members cannot profit from being a member of the Association
- If 75% of the committee vote against it a new member application can be rejected

TC Young were consulted to provide independent advice and they did not raise any issues and felt it would be a seamless transition.

There will be a Special General Meeting on 17th September 2020 to approve the new model rules for Govanhill Housing Association.

There were no questions or comments and approval was given for the Special General Meeting to take place prior to the AGM.

7. Annual Assurance Statement Update

The Scottish Housing Regulator is preparing guidance on how to prepare and manage the submission of this year's Annual Assurance statement. The Association's statement is due to SHR by 30 November 2020 (previously due by 31 October 2020). It was pushed back to this date as a result of the pandemic.

Some of the actions within the Development Action Plan have been delayed or reconsidered as a result to working practices that were required as a result of the Covid-19 pandemic. An updated plan will be submitted at the next Management Committee meeting to show reviewed dates.

It was asked if SHR has made comment on how the impact of Covid-19 should be incorporated into the assurance statement. It was replied that this has impacted on every area of the business and will be discussed at Management Team meeting tomorrow, and further guidance might be issued by SHR. It was also reported that guidance had been given on business planning and an idea of what regulatory standards would need commented on.

The example discussed was the impact that the pandemic has had on annual gas safety checks where 100% compliance is expected. There has also been an impact on finance and arrears. It was discussed what steps have been put in place to get that back to this level of compliance and give assurance to committee that recovery plans are in place.

The contents of the report were noted.

8. Business Continuity Policy Update

This is an updated policy after review within timescales agreed at the last review of the policy.

An internal audit found the business continuity plan to be robust, adaptable and it has stood up very well during the recent pandemic. The Auditor gave significant assurance as the outcome. There was no mention of a pandemic in the previous policy, but this has now been added.

It was highlighted that the EVH telephone number listed at point 5.4 in the policy was incomplete. **It was confirmed that this would be corrected.**

The policy was approved for the Association and GCDT and it was agreed that this policy would be reviewed again in 3 years' time.

9. Annual Report from Audit & Risk Sub Committee

This report was brought to Management Committee for the first time last year. It provides an update on the activities of the Audit & Risk sub-committee in advance of the approval of the annual financial statements and the issue of the Annual Assurance Statement to the SHR.

RSM Audit revealed no issues with internal controls within the Association.

The contents of the report were noted

10. Annual Report on Treasury Management

This is a report by the Finance & General Purposes sub-committee (FG&P) setting out the activities undertaken on Treasury Management during the year to 31 March 2020.

There is £3.75m in funds still available to be drawn down and the loan agreement states this should be done before August 2021.

Covenants are being met on all lending agreements.

Surplus cash will be managed and is likely to be spent at a new development and in South West Govanhill over the next twelve months.

The HF was thanked for this report and no questions were raised.

The contents of the report were noted.

11. Approval of Govanhill Housing Association's Annual Report and Accounts for the year to 31 March 2020

11.1 Summary of four year's key accounts figures

11.2 AGM graph on continuing property investment

11.3 Association audited accounts to 31 March 2020 for approval and recommendation to AGM

11.4 Association Letters of Representation

11.5 External auditor's findings report

11.6 GCDT audited accounts to 31 March 2020 – for approval

This report summarised the financial results of the Association and the outcome of the external audit of the accounts for the year ended 31 March 2020.

This year work was carried out to review the historic accounting for components and Housing Association Grant, resulting in two large one off adjustments to depreciation of social housing assets and amortisation of grants.

Appendix 1 was discussed, and it was highlighted that the surplus reported was not a cash surplus but was due to the large adjustments made. The key points are the breakdown of what was spent and there were large sums

used for purchases in South West Govanhill and improvement works carried out in tenants' homes. Grants were received to help with the work in SWGh.

Appendix 2 is the graph included in the AGM report and this highlights continuing levels of investment and the types of repairs and investments made in tenants' homes.

The front pages of commentary to the accounts give details of operating activities and their results, details of the impact of Covid-19 on the Association's services, its tenants and staff, factors incorporated into the budgets, and key risks identified.

The Auditors stated that it was a good, comprehensive report. They raised no material issues.

There were no questions or comments and the audited accounts for the year ended 31 March 2020 were approved. MC authorised the Chairperson, Secretary and Treasurer to sign the relevant statements.

There were no questions regarding the Letter of Representation addressed to the external auditor and the Chairperson was authorised to sign this document.

Govanhill Community Development Trust (GCDT) – there was a one-off adjustment made for asset depreciation in the accounts. There are enough cash reserves to pay debts if required and these cash reserves will be monitored closely over the next financial year.

There were no questions raised and the audited accounts of the subsidiary were approved by MC.

12. Information Request Performance Report – April to June 2020

This is the usual quarterly report. The following points were highlighted:

- In the 1st quarter there have been twice as many complaints as last year – many of these were Covid related. They have all been responded too.
- Half as many complaints were upheld in comparison to the same time last year.
- One complaint was a stage 2 complaint.
- A member commented that it was useful to see the complaints as a percentage of all factored properties and gave context to the number of complaints listed.
- 3.4/3.5 One of the complaints made has resulted in a change of process.
- At the time of the report being written there were no complaints forwarded to the Ombudsman, but one has since been raised with them.
- 8.2 gives a breakdown of who requests have been received from and it was confirmed the two requests had been responded to.

A question was asked about the number of days taken to respond to a complaint as it seemed some of these were close to the upper time limits. It was reported that only one complaint was late in receiving a response. **It was agreed to look at the wording so that this was clearer.**

The contents of the report were noted.

13. Appeal Against Refusal for Rent Rebate – For Approval

Members of the Housing Sub committee would need to leave the meeting for this point. However, there were not enough other members for it to then be quorate so a decision could not be taken at this meeting.

HHPS will inform the tenant of this and it will be heard at the next meeting.

14. Draft 20-21 Meeting Schedule

The meeting schedule was noted and approved.

15. Minutes of Sub-Committees – For Information

Housing & Property Services meeting held on 5th February 2020

FG&P meeting held on 19th February 2020

GCDT meeting held on 26th February 2020

GCDT meeting held on 29th April 2020

Audit & Risk meeting held on 20th May 2020

Housing & Property Services meeting held on 11th June 2020

There were no questions and the contents of the reports were noted.

16. Reports From Other Organisations – For Information

Employers in Voluntary Housing (EVH)

John McLardie will circulate information from this to members.

The AGM is next Monday.

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

SHARE

Executive committee meetings have taken place face to face. There will be a meeting held in the next two weeks.

17. Documents for Formal Execution – For Approval

None

18. Correspondence – For Information

None

19. A.O.C.B.

At the AGM the longest serving members should stand down and can then be re-elected. This year this affects Ghazala Hakeem and Mujeeb Ur-Rehman who are both long-serving members of the Management Committee.

The Chairperson met with Jim Harvey, Consultant and there were no issues identified with these members' ability to continue to serve effectively so both members should be allowed to be re-elected.

Unanimous approval was given for this.

17. DATE OF NEXT MEETING - SGM & AGM on 17th September 2020 at 6.45pm
Management Committee on 30th September 2020 at 6pm

The meeting closed at 19.45.