



**Minutes of the Management Committee Meeting
Held on Thursday, 5th December 2019 at 6.00 pm
in Cadder Housing Association, Community Centre**

Present: L Brown, G O'Donnell, K Bowie, H McNab
E Doherty, V Davies, J Flynn, L Thomson
C McGraw

In Attendance: K Mollins (Director),
G. Casey (Finance & Corporate Services Management - FCSM),
J. McShane (Customer Services Manager - CSM)
M. Scott (Maintenance Manager – MM)
S. McPhee (Corporate Services Officer - CSO)

1. Apologies

No apologies were submitted.

2. Declaration of Interest

The following Declaration of Interests were declared

- S McPhee and K Mollins declared an interest in Agenda item 7g) – Confidential Item.

3. Meeting of the Management Committee held on 24th October 2019

a) Minutes

The minutes were approved by E Doherty and seconded by K Bowie as a true and accurate record of the meeting.

- b) Matters Arising
 - i) Action List

Page 20, Section 10b - Community Centre Flooring

The Director gave the Management Committee an update on his meeting with Cooper Cromar and Clark Contracts on the flooring situation, where information is awaited from the contractor on its replacement, colour options and installation arrangements. He advised the Committee the Association continues to hold a retention amount from the contract, also there is on-going discussion between the contractor and Client QS on the final settlement amount in the contract.

4. Performance

- a) Quarterly Performance Progress
 - i) Business Plan

The Director presented the quarterly Business Plan and advised there has been good progress in the work programme, i.e. freedom of information, covenant compliance, and best value. He drew Committee's attention to areas of slippage for their assessment.

- ii) Risk Management

The Director presented the quarterly update on the Associations Risk Management Plan and advised that good progress is being made against all risks in the Corporate Risk Register, specifically has been made in the area of legionella management.

Committee raised the following comments / queries

- What is the current position with the Cadder feasibility study that was previously proposed? The Director advised that this has been deferred by the Committee in October 2019. The Director also advised Committee that an application for grant funding for the feasibility study has been submitted to Glasgow City Council and we are waiting on the outcome.

With regards to the traffic management in the area, the Director informed Committee that he has written to Glasgow City Council to request that a Traffic Management Survey be carried out in the area.

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The Director will advise Committee once he has received a response from the Council.

Customer Services

The CSM presented the quarterly performance report for Customer Services (housing and maintenance). The CSM highlighted that there is an average of 10 new universal credit cases each month which has shown an increase in staff workload in ensuring tenants are paying their monthly rent.

Discussions took place with regards to the quarterly report and the areas included the overspend of materials, bathrooms missed when work initially carried out now installed and the option of our in-house plumber obtaining the gas certificate in order to carry out our own services.

iii) Annual Report on the Charter

The CSO presented the year to date report for the Annual return on the Charter and highlighted areas where some improvements are still required

The committee raised the following comments / queries

- It seems as if the void turnover rate is high compared to previous years. The CSM advised that this is due to the fallout from the new build development which has had an impact on the number of empty properties, which has caused a backlog for void works being carried out.

iv) Complaints

The CSO presented the quarter 2 report for July to September 2019 for the complaints received.

The committee raised the following comments / queries

- Are you able to benchmark using Scotland's Housing Network information? The CSO advised that the information provided is either on a quarterly or year to date basis and also it is only for the charter indicators they report on. No other information provided. The FCSM also advised that the data produced by Scotland's

Housing Network does not get publish within the timescales required for our reporting.

The Committee noted the contents of the quarterly performance reports for July to September 2019.

5. Customer Services

a) Policies

i) Estate Management Policy.

The CSM presented the draft Estate Management Policy for approval by Committee

Discussions took place around the possibility of putting the policy out to customer consultation as it is a good way to increase customer involvement. The CSM advised that we would look at organising quarter focus groups for Customer Services areas of work (maintenance & housing management).

The Committee approved the draft Estate Management Policy for implementation.

b) Trade Team Business Plan

The CSM advised Committee that the Trade Team Business Plan is being deferred for the time being until the completion of the Best Value Report of the Trade Team has been completed and the Business Review by Karen Anderson. Once these have been completed a revised timescale for the Business Plan to be presented to Committee.

c) Demand Assessment

The CSM presented the Demand Assessment report to Committee and advised that there is low demand from Section 5 Homeless referrals for the Cadder area, changes to customer demands and also low demand for our tenement properties, especially in Vaila Street in 2nd and 3rd floor properties.

Committee discussed the Demand Assessment report and advised that it was a very good report and gave a good overview of the Cadder area. Various suggestions were put forward to try and increase demand for Vaila Street including street planting and creating a Vaila Street Focus Group.

Committee noted the content of the report.

- d) Fire Safety Policy
 - i) Action Plan
 - ii) Equality Impact Assessment

The Fire Safety Policy Action Plan and Equality Impact Assessment were presented for information to Committee by the MM.

Committee noted the content of both documents.

6. Finance & Corporate Services

- a) Report on Implementation of Freedom of Information

The FCSM presented an update on the progress made with the implementation of Freedom of Information and advised committee that all actions have been completed and the DPO confirmed that we are in a good position with the information available to customers.

The FCSM also advised that to date no requests for information have been received and with regards to publishing Committee Minutes and papers the DPO has advised the Association only to publish our minutes with a note stating reports available on request.

Discussion took place with Committee on reasons for only publishing the minutes of meetings and not the other documents. It was agreed for Committee to review other information available and decision to made at the next meeting on publication of documents.

Committee noted the content of the report.

- b) Management Accounts to 30th September 2019

The FCSM presented the quarterly management accounts to 30th September 2019 and highlighted that the Association continues to meet the requirements of the covenants, day to day repairs budget is overspent and that the community centre has shown positive performance of the first have of the year.

The Committee raised the following points / queries

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- The budget for the disabled adaptations is showing an underspend. What are the reasons for this? The FCSM advised that the money is funding that is provided by Glasgow City Council that has yet to be spent. The CSM advised that there is an underspend due to the low number of medical adaptation requests that the Association has received from Occupational Therapists. It was agreed the Association would contact applicants on the housing list with medical points and signpost them to the Occupational Therapist if adaptations would assist them.

Committee noted the content of the quarterly management accounts.

c) Treasury Management Report

The FCSM presented the Treasury Management Report highlighting the key points including that the current loan portfolio consists of 59% fixed interest loans and 41% variable rate loans.

Committee noted the content of the Treasury Management Report.

d) Covenant Compliance Report

The FCSM presented his report on the Covenant Compliance and advised that the Association continues to meet the requirements of the covenants.

The Committee felt it was an excellent report and highlighted the financial and non-financial loan requirements and the evidence of their achievement / compliance.

Committee noted the content of the report.

e) Pension Update Report

The FCSM presented the report highlighting the outcome of the 3 yearly valuation of the pension scheme.

The report also highlighted the revised deficit contribution payments with Cadder's share increasing by 1.6% above the normal inflationary uplift each year to £87,910 compared to £86,535 increase of £1,375.

Committee noted the content of the report.

7. Governance

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a) Tresta Road Development

The Director advised the Management Committee that he is awaiting costs from McTaggart's Construction for fencing and lighting at the Tresta Road development, which was given 'in principle' agreement at their meeting in October 2019

The Director will continue to pursue McTaggart's for the costs for works and report to the Management Committee in January 2020.

b) Governance Policies

The Director presented the draft Asset Management Policy, which outlined the key considerations and factors in the management, maintenance and improvement of our stock.

He referred the Committee to the Action Plan of strategic and operational tasks in 2019-21 to refine the Strategy in a scheduled review in December 2020. He would propose to include a section on the community centre and owner-occupiers' properties in the review.

The Management Committee confirmed that it was a good piece of work that provides a clear position statement on our assets and an action plan to improvement and to inform the review of the Strategy.

The Committee asked the Director to present progress against the Action Plan in six months (June 2020).

The Committee approved the draft Asset Management Policy for implementation.

c) Governance Assessment Action Plan

The Director presented his report on progress against the Governance Assessment Action Plan and outlined the key achievement and work to October 2019. The Director highlighted achievements and areas of slippage in the Plan

The Committee stated there has been excellent progress in the Governance Action Plan

The Director advised the Committee this will be the last progress report on the Governance Assessment Action Plan, due to progress and on-going tasks being incorporated into the new Governance Action Plan developed by Linda Ewart.

Committee noted the content of the report

d) Equality & Diversity Action Plan

Agenda Item 3a)

The Director presented his report on progress against the Equality & Diversity Action Plan.

The Director highlighted the Action Plan was developed against the principles aimed at improving equality and diversity.

The Director advised a self-assessment was scheduled for March 2020 and this coupled with compliance against the Regulator's expectation would inform the new action plan. He has also met with Stuart Eglinton to discuss performance standards and targets for equality and diversity.

The Director highlighted achievements in the Action Plan, as well as areas of slippage.

The Committee noted the content of the updated Action Plan

e) Cadder Community Centre

The Director presented the report by Jones Lang Lasalle (J.L.L) on the room hire and lease rates for the Cadder Community Centre.

The Director outlined details of the brief for J.L.L's commission, key findings in each section which included assessment against other community facilities and Glasgow Life's rates and commercial leases.

In summary, the report found our rates to be broadly comparable; cross charge for the Association's use of the Centre was reasonable and reflected our ownership of the building.

The Management Committee raised the following queries or comments on J.L.L's report.

- Has a room been identified for the office space? The Director advised there are a few options and this would be discussed with Committee if there was any expression of interest.

The Committee agreed the following

- 1) The cross charges for the Association's letting of rooms and space is consistent with JLLs Assessment that it is sensible, reasonable and justifiable
- 2) The Association will market and establish if there is an interest in desk space within the Community Centre for Community Social Enterprise organisations.

f) Evaluation Report of Committee Mini-Conference (Perth – November 2019)

The Director presented the evaluation of this years' mini conference which was held in Perth. He advised that based on the evaluation responses it was another successful event.

The evaluation covered the following areas:

- Each session at the mini-conference, which sought member's views on: the session; whether it improved their knowledge and awareness; what did they learn; scoring of the trainer and presentation; and could the session be improved.
- Venue
- Costs, which were £6,473, thereby equating to £719 per Committee member. The cost was comparable with 2018, although there was more training sessions and use of consultants for the training sessions. The cost is still competitive compared to sector conferences

The Committee noted the content of the meeting

8. A.O.C.B.

No other business raised.

9. Date of Next Meeting

Management Committee

- **Thursday 23rd January 2020 at 6.00 p.m.**

Sub-Committees

- Audit & Staffing Sub-Committee - Thursday, 12th December 2019 at 5.00 p.m.
- Cadder Community Centre Sub-Committee – Thursday 12th December 2019 at 6.30p.m.

Locations of meetings - Corporate Meeting Room, Cadder
Community Centre, 110 Tresta Road