



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 15 DECEMBER 2020 AT 6.30 PM VIA ZOOM CLOUD MEETINGS

PRESENT:

Committee Member	Attended	Apologies
Marion McMillan (Chair)	√	
Alastair Penney (Vice Chair)		
Sue Harper (Treasurer)	√	
Bruce Strathearn	√	
Betty Carter	√	
Valerie Kyle		√
Chris Carr		
Michael Doherty	√	
Bobby Pollock		√
Trudi Tokarczyk		√
Gamal Haddou	√	
Patricia Crockett	√	

IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch (Secy)	√	
Clark Davidson		
Lorraine Glasgow	√	
Morna Smillie	√	
Emma Connelly	√	

Attendance 58%

Item No.	Issue	Action by
1.0	Apologies, Declarations of Interest & Notifiable Events	
1.1	The Chair welcomed all attendees to the meeting and thanked everyone for their attendance. Apologies were received from BP, TT and VK.	
1.2	Declaration of Interests – There were no declarations of interest.	
2.0	Minutes of the Full Committee of Management Meeting 17 November 2020	
2.1	The minutes of the Management Committee meeting held on 17 th November 2020 were proposed for approval by SH and seconded by PC.	
3.0	Matters Arising	
3.1	There were no matters arising.	
4.0	Finance	
4.1	Finance Report Lorraine provided an overview of the Finance Report. Lorraine also gave an overview of the bank reconciliation and covered the transfers and regular payments. SH asked what the payment to CookieHub was for.	

<p>4.2</p> <p>4.3</p>	<p>Lorraine and Emma confirmed that this is for the cookie consent banner on our website to ensure that we are compliant with GDPR.</p> <p>Bills for Approval and Payment Lorraine summarised the bills for approval and highlighted that the biggest item was repairs. Lorraine then gave a breakdown of the Power-lite invoices.</p> <p>Lorraine noted that a few payments were made to external factors.</p> <p>The bills were approved for payment by SH and seconded by GH.</p> <p>Factoring Arrears Report Lorraine summarised the factoring arrears report. Lorraine advised that the report is not looking great this month and reasoned this could be due to the first reminder letters being sent out later than usual. Lorraine explained that payments are coming in again and is hopeful that the report will look better in January.</p> <p>Lorraine highlighted that a lot of owners pay by standing order and their accounts should be clear by time the next bill is issued.</p> <p>Lorraine then referred to the arrears cases and advised that there is no change to the cases this month.</p>	
<p>5.0</p>	<p>Directors Report</p>	
<p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p>	<p>Freedom of Information Request Christine explained that the FOI request has been responded to within the required timescale. Christine advised that our DPO confirmed that most Housing Association's in Glasgow received the information request.</p> <p>Gas Servicing Christine reported that all gas services are up to date and ahead of time. Sandra has arranged for the January services to be carried out before Christmas.</p> <p>Gas Installation BS enquired about the gas installation project. Christine explained that this is now underway and (company redacted) will be putting in services in the void properties and main door flats this week.</p> <p>Morna advised that the respite room has been set up and health & safety signs have been displayed. BS noted he has a vested interest in the project and asked if there is the option for owners to participate in this. Christine thought there had been discussions with owner occupiers and stated that Craig will give BS a call about this.</p> <p>Craig will also advise of what has been done and what is getting done in the coming days. Christine added that the project has been slower than anticipated.</p> <p>Assurance Statement Christine confirmed that the Assurance Statement has been uploaded to the SHR's website, and we have received no feedback.</p>	

<p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p> <p>5.9</p> <p>5.10</p>	<p>Christine detailed that last year the SHR picked a number of Housing Associations and looked at their Statements further.</p> <p>Business Plan Christine advised we will start the work discussed from the business planning meeting last week and that there is plenty to do in the new year. Christine noted that there was good discussion and suggestions from the Committee.</p> <p>Performance Report Christine explained that the performance report was sent out by email along with the newsletter. Christine confirmed that the Committee would all receive a hard copy and a 2021 diary.</p> <p>Reporting to the SHR Christine advised that the monthly return has been suspended for the December period and the next return will be in February.</p> <p>Flat Purchases Christine explained that the purchase of <i>(property redacted)</i> is now complete and Lorraine has submitted the grant application following the solicitor's statement of settlement. The new tenant has been signed up. Christine advised that <i>(property redacted)</i> will settle in January and will follow the same process.</p> <p>Development <i>Section redacted due to commercial sensitivity.</i></p> <p>Bulk Uplift Christine explained that the bulk uplift consultation went out with the newsletter by email. Christine informed the Committee that we have received several responses and anticipates that we will receive more feedback once the hard copies are posted out this week.</p>	
<p>6.0</p>	<p>Management Performance Report</p>	
<p>6.1</p> <p>6.2</p> <p>6.3</p>	<p>Morna gave an overview of the Management Performance Report.</p> <p>Rent Arrears Morna reported that the rent arrears have jumped this month and there have been a lot of missed payments. Morna reasoned that this usually happens at this time of year because of Christmas. Morna noted that we are to receive <i>(figure redacted)</i> which is a mixture of tenant arrears and Universal Credit payments. Morna explained that she and Christine are going to carry out an internal audit on the rent accounts in January to make sure that missed payments are getting caught on time, and that the Housing Officers are not allowing them to build up further. Morna will put together the findings of this to report to the Committee. Morna explained that the void rental loss is the same and she will bring this up with Home Master. Morna is also going through reports for the ARC to make sure information is being inputted properly.</p> <p>Reletting & Voids Morna explained we are having problems with refusals. MM asked if it is the same reasons for refusal.</p>	<p>MS</p>

	<p>Morna confirmed that there have been different reasons and then detailed the various reasons we have been given. MD suggested that we should have those rejections recorded and the reasons why the properties are being refused. Morna reported that she has a spreadsheet keeping a record of every time we have requested a referral, when we have sent an offer and when we have contacted the Casework team to show the SHR that the Association has been actively trying.</p> <p>MD asked if this has been recurring with a specific property or happening across the board. Morna confirmed that this has been across the board and we have received some unusual refusals.</p> <p>MD asked how many properties are still waiting to be filled in terms of our studio flats. Morna confirmed the Association have studio flats but none are waiting to be filled just now. Morna further detailed that a few properties at (street redacted) are due to come back and noted they are small flats and are a good starter flat.</p> <p>Christine added that there are different aspects to accommodating homelessness. MD advised that there should be a support package in place and CDHA link in with financial assistance and welfare rights which tenants should be signposted to at the start. Christine confirmed that tenants see the Welfare Rights Officers right away and the Officers are very good at putting welfare and furniture packs together. Morna mentioned there is a welfare fund which supply carpets and white goods. Christine advised that we cannot provide a social type of support but can help tenants secure white goods etc.</p>	
6.4	<p>Tenancy Sustainment</p> <p>Morna confirmed there is still a high number of referrals to the Welfare Rights Officers. Morna expressed the service Suzanne and Geraldine provide has been brilliant and they have been seeing tenants in the office on a weekly basis.</p>	
6.5	<p>Complaints</p> <p>Morna provided details on the complaint received for the month. Morna expressed that the complaints are beginning to settle down.</p>	
6.6	<p>Estate Management</p> <p>Morna remarked that the Housing Officers are carrying out estate management visits whenever they can and the Maintenance Officer is overseeing the garden maintenance.</p>	
6.7	<p>Waiting List</p> <p>Morna advised that there is still movement on the waiting list.</p>	
7.0	A.O.C.B	
7.1	<p>GDPR</p> <p><i>Section redacted due to confidential information.</i></p>	
7.2	<p>EVH Membership Subscription</p> <p>Christine referred to the email she sent out to the Committee on the proposed EVH membership subscription for next year and their news sheet.</p> <p>Christine asked the Committee if they would like to stay an EVH member. All Committee members agreed.</p>	

<p>7.3</p>	<p>Committee Appraisal System and Bibliographies</p> <p>Christine explained that the Committee appraisals were done in-house last year and it was agreed that we would look for external support this year. Christine advised she took part in a board appraisal at the beginning of the year which were carried out by (company redacted). Christine expressed he was very kind and easy on everyone. Christine further detailed that (name redacted) came along to a Committee meeting and observed and took notes. (Name redacted) then carried out a one to one with each member which lasted approx. 10-15 minutes. After this, he drew up a report which was presented to the Committee.</p> <p>Christine asked if the Committee would be happy with her contacting (company redacted) to carry out the appraisals between January and February. All agreed.</p> <p>GH asked if they charge a daily rate or is it just a standard charge. Christine advised she is unaware of the costs at present as she has not approached them yet. Christine also mentioned that (company redacted) offer an appraisal service and imagines it would be similar. GH commented that it would be good to do a comparison. Christine proposed that she would get in touch with both companies.</p> <p>GH asked if (name redacted) thinks he gets a good feel of the Committee in the space provided. Christine explained that he would take notes and listen in on the meeting. Christine advised that (name redacted) feeds into the overall review and observes to see if everyone chips in and asks questions etc.</p> <p>Christine then explained that she would update the Committee bibliographies for our website. Christine advised that she would get in touch with everyone to get an idea of their skills and qualities etc. GH mentioned that he thinks it is a requirement for us to have a small biography on the website as the Committee are accountable to the tenants.</p> <p>Christine asked the Committee if they all received the code of conduct. Emma confirmed that they have all been signed and returned.</p> <p>SH mentioned that the Langside library is opening and that it is likely the Couper library will open again, but cannot due to no social distancing.</p>	
<p>7.4</p>	<p>Policy Update</p> <p>Before the Committee approved the undernoted policies, Christine gave an overview of each one.</p>	
<p>7.4.1</p>	<p>Void Management Procedure</p> <p>Christine noted that this policy is an Appendix to the Repairs and Maintenance Policy and changes made have been highlighted in red. Christine explained that this policy is in place to make certain that everything is done correctly with the right people and to ensure that the flat is ready to be re-let as quick as possible.</p>	

7.4.2	<p>Worldpay Information Security Policy</p> <p>Christine explained that this is a new policy and it was recommended to Lorraine. Christine further detailed that our card machines are supplied by Worldpay and we should have a policy that meets their terms and conditions.</p> <p>Lorraine reported that the policy is the same for everyone and when she read over it, it did not reflect the Association’s policies and procedures. Lorraine explained that Emma has taken a look at the policy and has removed and added sections. Lorraine identified a lot of the information was already in the Association’s other policies.</p> <p>Christine asked GH if his organisation have card machines. GH confirmed they do have card machines and recommended that the policy name should be changed to something like wider payment card security policy as Worldpay is quite specific. GH added that this is included as part of their IT policy and his organisation signs off on compliance every year. Lorraine confirmed CDHA also sign off on compliance.</p> <p>Christine proposed that we would change name of the policy.</p> <p>The policies were proposed for approval by SH and seconded by GH.</p>	
7.5	<p>Share Membership Applications</p> <p>One Share membership application was presented to the Committee.</p> <p>The Committee noted that the eligibility of the application had been checked.</p> <p>The Committee then approved the membership application, and confirmed that the member would be added to the Share Membership Register and that a Share Certificate would be issued.</p>	
8.0	<p>Date of Next Meeting</p> <p>The next Management Committee meeting will be held on 19th January 2021 at 6:30pm.</p> <p>There being no further business, the meeting closed at 7.35pm.</p>	