



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 16 JUNE 2020 AT 6.30 PM VIA ZOOM CLOUD MEETINGS

PRESENT:

Committee Member	Attended	Apologies
Marion McMillan (Chair)	✓	
Alastair Penney (Vice Chair) <i>(Leave of Absence)</i>		
Valerie Kyle (Treasurer)	✓	
Bruce Strathearn	✓	
Betty Carter	✓	
Sue Harper	✓	
John Forrest	✓	
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 77%

Item No.	Issue	Action by
	The Chair welcomed all attendees to the meeting and thanked everyone for their attendance.	
1.0	Apologies & Declarations of Interest	
1.1	Apologies were received from BP and TT. Christine explained AP has been granted an extended leave of absence and that she would get in contact to discuss his return.	
1.2	Declaration of Interests – There were no declarations of interest.	
2.0	Minutes of the Full Committee of Management Meeting 19 May 2020	
2.1	The minutes of the Management Committee meeting held on 19 th May 2020 were proposed for approval by VK and seconded by PC.	
3.0	Matters Arising	
3.1	There were no matters arising.	
4.0	Minutes of the Finance & Audit Sub Committee Meeting 26 May 2020	
4.1	The minutes of the Finance & Audit Sub Committee meeting held on 26 th May 2020 were proposed for approval by SH and seconded by GH.	

5.0	Finance	
5.1	<p>Finance Report</p> <p>Clark provided an overview of the Finance Report and the Committee noted a higher level of rental income. Morna explained the reason for this was that the 13th HB payment had come through, along with the Housing Officers' implementing new procedures and taking more card payments over the phone.</p> <p>Clark then gave an overview of the bank reconciliation and covered the transfers and regular payments. Clark then identified that interest rates are currently not great and there were few payments made on the MasterCard.</p> <p>Christine commented that it is good to see CDHA's bank balance has stayed static during this time. Clark also agreed with this.</p>	
5.2	<p>Bills for Approval and Payment</p> <p>Clark gave an overview of the bills for approval.</p> <p>Lorraine advised that most of the bills are from external factors. Christine also detailed that a few invoices are for fees and surveys for the common repairs scheme. Clark commented that the number of invoices received this month was noticeably light for our main contractor. Committee noted that largely this was due to emergency and void works only being carried out.</p> <p>Clark explained what the figure is to be paid to Southside Housing Association for the welfare rights service and detailed that SHA bill us infrequently, usually once or twice a year. Christine clarified that we are now billed quarterly, and the service is paid for in advance.</p> <p>The bills were approved for payment by SH and seconded by CC.</p>	
5.3	<p>Factoring Arrears Report</p> <p>Lorraine summarised the factoring arrears report and advised that the bills were sent out later than usual to the owners. Lorraine noted the factoring arrears are down and that we have had a good response from sending out reminder letters.</p> <p>Lorraine then referred to the three arrears cases and advised that there is no change to the cases this month. Lorraine explained that the Association is unable to raise court action just now.</p> <p>Christine asked Lorraine if she had spoken to Home Master about the incorrect graph from last month's meeting. Lorraine clarified that this was her fault and the figures did not carry through properly to the bar chart.</p>	
6.0	Directors Report	
6.1	<p>Staffing</p> <p>Christine informed the Committee that she had a meeting with the Estate Assistants on 15th June and they are quite enthusiastic about being back at work. Christine reported that she provided them with PPE and spoke in detail about health and safety. The Estate Assistants will need to carry out their own risk assessments.</p> <p>Christine then detailed that our Office Cleaner has also returned to work and has carried out a deep clean of the office. Maggie is now in the staff What's</p>	

	<p>App group and will monitor which staff are in the office. This will determine which areas she needs to focus on.</p>	
<p>6.2</p>	<p>Gas Servicing Christine outlined that 38 gas services have been carried out and explained that some tenants are reluctant to allow access. Sandra has been contacting tenants to explain the safety side of why the gas service is important.</p> <p>SH asked if the contractors wear PPE when carrying out the gas safety checks. Christine confirmed that they wear masks and the Association can organise an enhanced service from City Building's Asbestos team if necessary. VK commented when she had a repair carried out the contractor had full hazmat gear on and a respiratory mask, but when she had a gas service the contractor only wore a mask.</p>	
<p>6.3</p>	<p>General Repairs Christine expressed that she is hopeful that the repairs service will resume on Monday 22nd June, depending on the outcome of the Scottish Governments phase 2 announcement. SH asked if only urgent repairs will be carried out. Christine clarified that this would include normal day to day repairs.</p> <p>Christine explained that Power-lite have issued their own Health and Safety statement and would ask tenants various questions such as if they are self-isolating and if they are comfortable with contractors coming into their home. In addition, Power-lite will wipe down any areas after they have completed the repair.</p>	
<p>6.4</p>	<p>Garden Maintenance Christine pointed out that the garden maintenance seems to be going quite well and there have been a few call backs. Christine commented that James, our Maintenance Officer has been great liaising with Nurture.</p>	
<p>6.5</p>	<p>Spring Newsletter Competition Christine explained that we received several nominations for the "Good Neighbour" newsletter competition, and vouchers have been issued. Those who were nominated have agreed we can do a feature in the next newsletter.</p>	
<p>6.6</p>	<p>Planning for Return Christine advised that no guidance has been released yet for when office staff can return to work. Christine explained that staff are continuing to work from home and expressed this is going well. Christine then suggested that according to some channels, HA office staff may not return until phase 4.</p> <p>Christine explained that the glass screen has been ordered for the reception desk and advised that she is liaising with the glazing company regularly. Christine anticipates that the glass screen will be fitted before staff return to the office.</p>	
<p>6.7</p>	<p>Reporting to SHR Christine informed the Committee that the second report has been submitted to SHR and there was little feedback. The Regulator have announced that all Housing Associations have submitted the return and the next report is due by 7th July 2020.</p>	

<p>6.8</p> <p>6.8.1</p>	<p>Christine explained that the ARC was approved at the Finance and Audit Sub Committee, however, this copy contained a typing error. The error was that a figure was in twice for stage 3 adaptations. Christine confirmed that the Association did not pay this as it was grand funded. Christine advised that this mistake has been corrected and the ARC has been resubmitted to the SHR.</p> <p>Development Christine informed the Committee that she and Andy had a programme meeting with representatives from GCC Development and Regeneration Services and discussed various development matters.</p> <p>Section redacted due to commercial sensitivity.</p> <p>Christine then asked if anyone had any questions on the Directors Report.</p> <p>SH asked about the sanitising fluid for the sanitiser tower and if we must use the company's own product as the price for a litre is expensive. Christine expressed that she thinks we do not have to use the company's own and that the Association purchased some sanitiser before lockdown from our usual supplier. Christine then noted that the price of hand sanitiser increased in price due to Covid-19 and hopefully the cost of this will return to normal.</p>	
<p>7.0</p>	<p>Management Performance Report</p>	
<p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>Morna gave an overview of the Management Performance Report.</p> <p>Rent Arrears Morna reiterated that the Association received a lot of money this month which was due to Housing Benefit paying the 13th payment earlier than they have previously. In addition, the DWP was withholding arrears direct and managed payments due to a backlog in UC claims. Morna confirmed that the DWP have started to release these payments again as they are working through the backlog.</p> <p>Morna explained that there is a new arrears procedure in place and the Housing Officers have been phoning tenants to chase up payments. Staff have been taking card payments in the office whenever possible. Morna reported that there were 216 arrears cases at the start of lockdown, and this is now down to 159 cases. Morna commented that the arrears cases are still high, but we are heading in the right direction.</p> <p>Morna advised that court action is still pending, and all arrears cases have been informed that court action is pending, and further action will be taken if they do not keep to their arrangement.</p> <p>Reletting & Voids Morna explained that she carried out two viewings today by adhering to social distancing rules and letting the potential tenants go into the property themselves. Morna noted that (property redacted) was refused as the applicant decided they did not want a property with a living room and kitchen combined. Morna confirmed that (property redacted) was accepted, and the keys were taken today. Morna had filled out the paperwork before the viewing and passed this over for the applicant to read and sign in the kitchen.</p> <p>Morna commented that Lynsay is happy to carry out viewings the same way and has a few void properties ready to let.</p>	<p>MS</p>

<p>7.4</p> <p>7.5</p> <p>7.6</p> <p>7.7</p>	<p>Tenancy Sustainment Morna detailed that tenants are still being referred to the welfare rights service for help with benefits and advice on debt.</p> <p>Complaints Morna noted that complaints have started to decrease.</p> <p>Estate Management Morna pointed out that the estate management indicators have not been able to be measured. Morna explained that she will be able to report on this next month since the Estate Assistants are back out at work, and the Maintenance Officer is monitoring the gardens.</p> <p>Waiting List The Association is still receiving applications from people wishing to be rehoused.</p> <p>JF asked if tenants can pay their rent in the office using card. Morna explained that the phone lines have been diverted to staff mobiles and staff are phoning tenants back when they are in the office to take a payment.</p> <p>GH considered the arrears percentage and pointed out that we only show the current tenants' arrears. GH then asked is there a figure which would include current and former tenant arrears. Morna confirmed that this could be added in as it is reported on monthly to the SHR.</p>	
<p>8.0</p>	<p>A.O.C.B</p>	
<p>8.1</p>	<p>Meeting Schedule MM asked if anyone had any other business that they wished to discuss.</p> <p>SH commented that she had a note on her calendar for the next meeting to be held on 21st July 2020, but on the meeting schedule the next meeting would be August. SH commented that she remembered staff members take holidays in July so there is usually no meeting held that month.</p> <p>MM explained that this is something both herself and Christine have spoken about and planned on discussing this with the Committee tonight. MM then asked the Committee if they wished to hold a meeting in July.</p> <p>GH mentioned the loan portfolio and the close of annual accounts. Christine advised that this could be emailed out to Committee without holding a meeting for approval.</p> <p>It was then agreed that no meeting would be held in July. Christine explained that we should have the accounts for the August meeting and the AGM would be discussed further.</p>	
<p>9.0</p>	<p>Date of Next Meeting The next Management Committee meeting will be held on 18th August 2020 at 6:30pm.</p>	