



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 18 AUGUST 2020 AT 6.30 PM VIA ZOOM CLOUD MEETINGS

### PRESENT:

| Committee Member             | Attended | Apologies |
|------------------------------|----------|-----------|
| Marion McMillan (Chair)      | ✓        |           |
| Alastair Penney (Vice Chair) | ✓        |           |
| 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           | ✓        |           |
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Attendance 77%

| Item No.   | Issue  | Action by |
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| <b>1.0</b> | <b>Apologies, Declarations of Interest &amp; Notifiable Events</b>   |           |
| 1.1        | The Chair welcomed all attendees to the meeting and thanked everyone for their attendance.<br><br>Apologies were received from VK, JF, and SH.   |           |
| 1.2        | <b>Declaration of Interests –</b><br>There were no declarations of interest.   |           |
| <b>2.0</b> | <b>Minutes of the Full Committee of Management Meeting 16 June 2020</b>  |           |
| 2.1        | The minutes of the Management Committee meeting held on 16 <sup>th</sup> June 2020 were proposed for approval by PC and seconded by TT.  |           |
| <b>3.0</b> | <b>Minutes of the Full Committee of Management Meeting 21 July 2020</b>  |           |
| 3.1        | The minutes of the Management Committee meeting held on 21 <sup>st</sup> July 2020 were proposed for approval by GH and seconded by CC.  |           |
| <b>4.0</b> | <b>Matters Arising</b>   |           |
| 4.1        | There were no matters arising.<br><br>Christine informed the Committee that most of the members preferred option 4 which was the yellow choice for the rules book covers. Christine explained that once the rules have been approved, the covers will be printed with that design. |           |

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| 5.0 | <b>Finance</b>   |  |
| 5.1 | <p><b>Finance Report</b></p> <p>Clark provided an overview of the Finance Report and explained that a new version of the finance statement was sent before the meeting tonight as the original version was cropped and a column was missing. Clark pointed out that the new set issued now includes credits and debits.</p> <p>Clark then gave an overview of the bank reconciliation and covered the transfers and regular payments. Clark noted that the MasterCard was used for subscriptions.</p> <p>GH asked that with rent arrears increasing, does this have a knock-on effect with cash flow and money being a bit less, or is cash flow higher due to less repairs being carried out. Clark advised that arrears have gone up slightly which is happening across the board, and that rent arrears may increase in October/November once the furlough scheme ends. Christine explained that repairs are down slightly so one is off setting the other at the moment, so this month is looking quite healthy but there may be a peak still to come.</p> <p>CC asked if it is just CDHA staff who use the car park. Christine confirmed that both CDHA staff and the two flats above the office have access to the car park.</p> <p>The Finance Report was proposed for approval by MM and seconded by AP.</p> |  |
| 5.2 | <p><b>Bills for Approval and Payment</b></p> <p>Clark gave an overview of the bills for approval. Clark identified that the largest items were for stair lighting charges and repairs carried out. Clark advised that the Association would get the money back for the stage 3 adaptation. Christine explained that CDHA would also be able to recoup some of the stair lighting charges as this will be recharged to the owners through the factors bills.</p> <p>The bills were approved for payment by GH and seconded by PC.</p>   |  |
| 5.3 | <p><b>Factoring Arrears Report</b></p> <p>Lorraine summarised the factoring arrears report and commented that the report looks good and the balance is down from this time last year.</p> <p>Lorraine then referred to the three arrears cases:</p> <p><b><i>Section redacted due to sensitive information.</i></b></p>  |  |
| 6.0 | <b>Directors Report</b>  |  |
| 6.1 | <p><b>Staffing</b></p> <p>Christine informed the Committee that staff are continuing to work from home and are using the office when necessary. The maximum number of staff in at any one time has been 4 people, all working in different rooms. Christine explained that screens have been installed between desks which are close together.</p>   |  |
| 6.2 | <p><b>Gas Servicing</b></p> <p>Christine expressed that the gas servicing is going well, and we are now up to date. Christine explained the gas installation has commenced and Craig will provide an update at the Finance &amp; Audit Sub Committee meeting.</p>  |  |

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| 6.3 | <p><b>Freedom of Information Request</b></p> <p>Christine explained that all Glasgow Housing Associations received a freedom of information request on various aspects such as housebuilding, rent arrears and waiting list times. Christine commented that we received an accolade for Emma’s presentation of the response letter from our Data Protection Officer.</p>  |  |
| 6.4 | <p><b>Audit</b></p> <p>Christine stated that the external audit is still ongoing and pointed out the new auditor is doing everything remotely and that they do not know our system. Christine then proposed to defer the Finance and Audit Sub-Committee to Tuesday 1<sup>st</sup> September to give the auditor’s time to prepare the annual accounts.</p> <p>GH asked if delaying the meeting by one week, would this be sufficient time for the auditors. MM then asked what Clark thought. Clark advised new auditors tend to look for more information than would normally be required, and that they have indicated they are nearly finished and there will be a few things they need clarification on.</p> <p>It was then agreed that the Finance &amp; Audit Sub-Committee would be deferred until 1<sup>st</sup> September.</p>  |  |
| 6.5 | <p><b>AGM</b></p> <p>Christine explained we have a provisional booking for the church, but she has asked Emma to cancel the booking. Christine reported that she attended a Zoom meeting and was informed that TC Young advised that there should not be more than 8 people gathering in a place at any one time and have recommended to hold a virtual AGM.</p> <p>Christine detailed that a letter went out to all Shareholders and so far, 4 members can attend by Zoom. Christine stated that if the Committee and those 4 Share Members attend the AGM then we are well within the quorum.</p> <p>Christine then proposed to postpone the AGM from 14<sup>th</sup> September to 21<sup>st</sup> September. MM asked if the auditor could attend this date. Christine explained that Clark can attend on the 21<sup>st</sup> and we are waiting to hear back from the auditors. Christine mentioned that the first lot of papers will be sent out at the end of this week.</p> <p>Christine noted that the members to stand down this year are MM, BP, CC, and MD and asked if they all would want to stand again. All agreed that they would like to stay on the Committee. Christine then explained that JF was intimating that he was planning to retire at this year’s AGM.</p> |  |
| 6.6 | <p><b>Planning for Return</b></p> <p>Christine advised that she has been working with BTO on updating the home working policy which will go to the Committee for approval once finalised. Christine stated that the office has been accessible and stringent procedures for use of the kitchen and toilets have been put in place. Christine remarked that we are just waiting for the next announcement from the Scottish Government.</p> <p>Christine explained that staff will complete a staff survey and a home working risk assessment before returning to the office.</p>  |  |

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|            | <p>TT mentioned a small workshop on income management, where Housing Officers are knocking on tenants' doors and posting letters through letterboxes, so tenants are aware that staff are there and available. Christine commented that staff have been carrying out estate management visits and the welfare rights team have been calling and checking up on tenants. Morna then explained at the last housing management meeting it was discussed that these processes will be restarting, that the Housing Officers will be out knocking on doors and carding tenants, NOP's will start being issued again with a pending status, and when we can the Association will be taking court action.</p> <p><b>6.7 Reporting to the SHR</b><br/>Christine explained that we are continuing to submit reports to the SHR. Christine and Clark have been talking about the business plan and the Regulator should be releasing new guidance at the end of August. GWSF were looking for member feedback on the recent consultation on the annual assurance statement.</p> <p><b>6.8 Development</b><br/>Christine expressed that the development report will be presented at the Finance &amp; Audit Sub-Committee meeting.</p> <p><b>6.8.1 Section redacted due to commercial sensitivity.</b><br/><br/>Christine then asked if anyone had anything they would like to add.<br/><br/>GH enquired if staff would be returning to the office in September/October and would there be a split in teams. Christine indicated that we do not know when staff will return to the office yet, but she imagines there will be two teams as then less people are in using the facilities. Christine would also discuss with staff members who will be in which team to ensure that all areas are covered.<br/><br/>Christine pointed out that no one in our office uses public transport, which has been a big issue for other organisations.<br/><br/>Christine asked if anyone had similar plans in their organisation. GH noted that the front facing teams will be split into two, one half will work from home for a week and the other team will be in the office. BS also agreed that this would be the case for his organisation.</p> |           |
| <b>7.0</b> | <b>Management Performance Report</b>  |           |
| 7.1        | Morna gave an overview of the Management Performance Report.  |           |
| 7.2        | <p><b>Rent Arrears</b><br/>Morna advised that the figure reported for rent arrears is incorrect as this figure includes housing benefit payments due for the month which should have been taken out. Morna explained that she was on annual leave and one of the Housing Officer's completed the report for the first time. Morna proposed that she would give the Housing Officer more training to ensure that the figures would be reported accurately in her absence.</p> <p>Morna reported that rent arrears are down for the month and the number of cases has increased by 2. Morna explained that the Association only received <b>(figure redacted)</b> for former tenant arrears this month and reasoned that due</p>  | <b>MS</b> |

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|            | <p>to Covid-19, tenants are focusing on their current arrears. Morna expressed that the Housing Officers will keep chasing for payments and that NOP's are still the same just now, and notes are being taken until the Association can take action.</p>   |  |
| 7.3        | <p><b>Reletting &amp; Voids</b><br/>Morna informed the Committee that we are reletting properties again and we have applicants lined up for the properties which have works ongoing.</p>   |  |
| 7.4        | <p><b>Tenancy Sustainment</b><br/>Morna reported that there is still a high number of referrals to the Welfare Rights Officers.</p>  |  |
| 7.5        | <p><b>Complaints</b><br/><br/><i>Section redacted due to confidential information.</i></p>   |  |
| 7.6        | <p><b>Estate Management</b><br/>Morna remarked that the Housing Officers carrying out estate management visits and the Maintenance Officer is overseeing the garden maintenance.</p>   |  |
| 7.7        | <p><b>Waiting List</b><br/>Morna advised that there is still movement in the waiting list.</p> <p>MM enquired if there have been any more section 5 referrals as she read people are being moved out of hotels and into flats. Morna confirmed that we have not had any more referrals and proposed she would speak to her contact to try and increase this figure. Morna expressed that the homelessness team look at our area as not great turn over as tenants tend to stay longer.</p>   |  |
| <b>8.0</b> | <b>A.O.C.B</b>   |  |
| 8.1        | <p><b>Policy Update</b><br/>Before the Committee approved the undernoted policies Christine and Morna gave an overview of each one.</p> <p><b>Tenant Participation Strategy 2020 – 2023</b><br/>Christine noted that changes to this policy have been highlighted in red.</p> <p><b>Notifiable Events Policy</b><br/>Christine explained that this policy has been reworded to ensure that it refers to the current framework of financial standards and is relevant to the latest guidance issued by the SHR. Christine stated that notifiable events have been added as a standard item on the Agenda.</p> <p><b>Estate Management Policy</b><br/>Morna advised that only two changes were made as this was an update in legislation.</p> <p><b>Neighbour Relations Policy</b><br/>Morna confirmed that this policy has been reviewed and there are no changes to be made.</p> |  |

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|                   | <p><b>Changes to Tenant's Handbook</b></p> <p>Christine explained that the tenant's handbook was last printed in 2016 and that these are the proposed changes which we could send electronically. Morna commented that she was in the office today and there are about 15 copies left of the handbook.</p> <p>MM pointed out that some tenants might prefer a hard copy and Christine agreed that we would make those changes and print some hard copies off. Christine then proposed that the Print Brokers could print copies of the Model Rules and the tenant's handbook at the same time.</p> <p>The above policies were then proposed for approval by TT and seconded by MD.</p> <p>GH asked if the tenant portal is up and running. Morna advised that a batch of letters went out to a small group of willing tenants to test the portal which they are working on just now. Morna noted that she would give the tenants a call during the week and would look into contacting more tenants to test the portal.</p> <p>GH then asked if the Committee could have a look at the tenant portal. MM suggested that someone from Home Master could join us at a meeting and go through it with the Committee. Christine proposed that she would pencil this in for the October meeting.</p> |  |
| <p><b>9.0</b></p> | <p><b>Date of Next Meeting</b><br/>The next Management Committee meeting will be held on <b>20<sup>th</sup> October 2020</b> at <b>6:30pm</b>.</p>  |  |