



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 19 JANUARY 2021 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 92%

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.	
1.2	Declaration of Interests – There were no declarations of interest or notifiable events to report.	
2.0	Minutes of the Full Committee of Management Meeting 15 December 2020	
2.1	The minutes of the Management Committee meeting held on 15 th December 2020 were proposed for approval by SH and seconded by PC.	
3.0	Matters Arising	
3.1	<i>Paragraph redacted due to confidential information.</i> GH highlighted at Item 8 – Date of Next Meeting, 2020 should be changed to 2021.	
4.0	Minutes of the Business Planning Meeting 10 December 2020	
4.1	The minutes of the Business Planning meeting held on 10 th December 2020 were proposed for approval by GH and seconded by AP.	

5.0	Matters Arising	
5.1	There were no matters arising.	
6.0	Finance	
6.1	<p>Finance Report Clark provided an overview of the Finance Report. Clark also covered the bank reconciliation, transfers and regular payments.</p> <p>Clark noted that payment had been received for the HAG at (property redacted).</p> <p>Clark asked if anyone had any questions. No questions were asked.</p>	
6.2	<p>Bills for Approval and Payment Clark summarised the bills for approval and highlighted that the biggest item was for repairs. Lorraine then gave a breakdown of the repair's invoices. Clark reported some of the costs will be claimed back from the factoring accounts.</p> <p>Lorraine asked the Committee if an invoice of (figure redacted) could be added on for payment which was missed. Lorraine detailed that this invoice is for the laptop and hardware installations. GH enquired about the quantity of machines supplied. Lorraine and Christine confirmed what this figure included. The Committee agreed to add on the invoice for payment.</p> <p>BS asked why the invoices for (company redacted) were so high. Lorraine gave a breakdown of the invoices and advised that the contractor had to return on several occasions to deal with vermin and pests.</p> <p>SH asked if the compensation for (property redacted) was paid out. Christine clarified that this was paid to CDHA by (Company redacted). Christine provided further details on the case and explained (Company redacted) eventually paid the full amount to CDHA by way of compensation for their failing to carry out the work.</p> <p>The bills were approved for payment by SH and seconded by PC.</p>	
6.3	<p>Factoring Arrears Report Lorraine summarised the factoring arrears report and expressed that the report is looking better than the month before. Lorraine explained that the final notices have been sent out and owners have been getting in touch and making payments. Lorraine noted that the Association is chasing (figure redacted) owners, and a lot of these are paying by standing order.</p> <p>Lorraine then referred to the arrears cases and advised that there is no change to the cases this month.</p>	
7.0	Directors Report	
7.1	<p>Data Protection Christine informed the Committee that our Data Protection Officer David is leaving and our new DPO Claire will be taking over from February.</p>	
7.2	<p>Covid-19 Christine reported that our Office Cleaner and Estate Assistants were put on</p>	

	<p>furlough in January. Christine expressed there is mixed feedback on this from GWSF. Christine asked the Committee whether they would like to continue to furlough these staff members.</p> <p>Discussion then took place and the Committee agreed that the staff should return to work in February. Christine proposed that she would get in touch with the Estate Assistants and the Office Cleaner about returning to work.</p> <p>Christine reported that our contractors are carrying out essential repairs and gas servicing. Christine detailed our contractor is finishing off 4 of our void flats, and the other flats will be put on hold as these are difficult to finish off under current restrictions.</p> <p>7.3 Business Plan Christine explained that following on from the Business Planning meeting in December, she and Clark has started working on the Business Plan. Christine has also begun working on a report on tenant engagement and how we might achieve this by reorganising the Housing Management department.</p> <p>Christine proposed that a full report will be presented at the February meeting for consideration.</p> <p>7.4 Reporting to the SHR Christine advised that the next return is required to be submitted by 7th February 2021.</p> <p>7.5 Common Repairs Christine reported that Andy submitted the grant application for the internal improvements at (property redacted). However, GCC have not given approval yet due to the lockdown. Christine advised that work will commence once the grant application has been approved.</p> <p>Christine detailed a meeting has been arranged with DRS on Thursday to discuss (properties redacted). Glasgow City Council’s Engineer updated their report on (property redacted). Christine confirmed that she will have more information after the meeting.</p> <p>7.6 Repairs over Christmas Christine provided details on the emergency repairs reported over the festive period.</p> <p>Craig has contacted (company redacted) as to why there was no response on their call out number. The Association will pass on the bill for this particular repair.</p> <p>7.7 Bulk Uplift Christine explained that the bulk uplift consultation went out with the Christmas newsletter and we have received (figure redacted) responses so far. Christine then gave a breakdown of the responses.</p> <p>Christine detailed that within the (figure redacted) votes for GCC, (figure redacted) is from the same landlord who owns (figure redacted) properties. Christine stated that she can see why the landlord would be reluctant to pay for this service.</p>	
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<p>7.8</p>	<p>Christine advised that Lorraine is carrying out an owner’s satisfaction survey and is including the bulk uplift consultation within this to see if we can get a better response from owners.</p> <p>Christine explained that the landlord has requested an opt in, opt out option. BS expressed this service provides an amenity for the area which we would pay a share into. BS added that the landlord can recover the cost in rent. Clark noted that the landlord could add this to his expenses for his tax returns. Christine suggested landlords could add this on as a service charge to tenants.</p> <p>Christine highlighted one worry is that we will be picking up other people’s fly tipping. The Committee then discussed the issues with fly tipping and noted this has increased significantly. Christine advised that she and MM discussed putting cameras in areas which we could look into at a future date.</p> <p>CC commented that we are relying on people’s good nature and some residents will be aggrieved, but there is not a perfect solution. Christine explained some residents may not put anything out, but this service would contribute to the environment being cleaner and free of vermin etc.</p> <p>Christine asked the Committee if they would like to wait for additional responses to come in or if they would want to put a tender on SFHA. The Committee agreed to put a tender for the bulk uplift service on the SFHA website to see what prices we receive back.</p> <p>Staff Survey</p> <p>Christine advised that overall, staff are reasonably comfortable with working from home, and the new laptops have improved connectivity. Christine announced that the time management system is up and running again so staff can clock in and out, use flexi-time, record holidays, and the system allows Senior staff to know who is in on any given day.</p> <p>Christine added that the office phone system is now on all work mobiles, and staff can now transfer calls to each other’s extension line like they would if they were sitting in the office. Christine noted that fewer people are going into the office now and 3 are allowed in at the one time.</p> <p>Christine then asked if there were any questions or comments.</p> <p>CC enquired if the Association have asked for documentary evidence of each staff member’s home working environment. Christine confirmed that everyone submitted photographs of their work station and advised that all staff have made an effort to make a proper work space in their home.</p> <p>CC expressed that one concern is the chair. Christine advised that not everyone has got an office chair, but one of the survey questions ask if staff take regular breaks which staff members confirmed they are doing. Morna stated that if anyone was not comfortable, they have the option to take home their office chair. Christine then added that there has been no sick leave through any muscular skeleton issues.</p> <p>MM asked if staff sickness leave is less. Christine confirmed that this is less and reasoned this may be due to staff just doing what is required when not</p>	
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	<p>feeling the best. Lorraine agreed with this as when working from home, you do not need to travel into the office when feeling unwell.</p> <p>GH referred to the some of the comments from the survey, and highlighted that some staff seem to benefit and enjoy home working. Christine reported that there has been a mixture of staff who prefer home working and others who prefer working in the office. Christine advised that one staff member has taken annual leave to home school their children. Christine confirmed that there is flexibility and everyone is working the core hours.</p> <p>Morna commented that home working has helped her prioritise tasks and become more organised, as usually in the office, staff come in and ask her questions, but now they are emailing her instead. TT expressed that people are usually more independent if they are unable to get a hold of you as often.</p> <p>BS asked if staff with child care issues, does this flexibility extend to them and is there the option to work out with the core hours. Christine confirmed yes and Lorraine added that on Kelio staff can clock in between 7am to 7pm and also on weekends.</p>	
8.0	Management Performance Report	
8.1	Morna gave an overview of the Management Performance Report.	
8.2	<p>Rent Arrears</p> <p>Morna reported that rent arrears have increased and one reason is because of Christmas. Morna explained she had a meeting on Zoom with the Housing Officers and has been getting on to all of the cases that have not paid between November and December. Morna expressed that because of lockdown, more tenants are claiming benefits due to losing their job or being furloughed. Morna then gave a breakdown of each Patch's arrears percentage.</p> <p>Morna detailed that she and Christine are auditing the rent accounts to make sure that the Housing Officers are adding notes and keeping on top of the arrears.</p> <p>MM commented that for a few months there have been no pensioners in arrears, but in Morna's report there is now (figure redacted). Morna confirmed that (figure redacted) of these must have received their benefit payments as she only has a note of (figure redacted) now. Morna then provided more information on the cases and advised that the Association has not had any elderly suffer from financial difficulty due to Covid-19, and the main reason for these cases being in arrears is due to procedures with the Council, or tenants having to be re-assessed for a claim.</p> <p>Morna noted that the NOP's are still the same and these can be kept live for 6 months.</p>	MS
8.3	<p>Reletting & Voids</p> <p>Morna reported that she has provided more information on the voids by adding if the properties are lettable or held for works. BS commented that it would be quite useful to add when the void works are complete and highlighted that (property redacted) has been void for a long time. Christine then provided more information this property. Morna advised we keep a record of when void works are complete and proposed to add in a column to reflect this.</p>	

<p>8.4</p> <p>8.5</p> <p>8.6</p> <p>8.7</p>	<p>GH asked if (property redacted) could be put through as an insurance claim. Christine advised no as this is due to poor maintenance, and wear and tear. GH added that it would be useful to have a target comparison for the voids which could look at the budget etc. Morna confirmed she and Christine are putting a report together for next month which will consider these things.</p> <p>Morna and Christine identified that these issues would have been discovered sooner if the flats were inspected. Morna confirmed that the Housing officers do try and arrange visits whenever possible. MD suggested that during the annual gas service check this would be the perfect opportunity for the Housing Officers to inspect properties. Morna advised that we do ask the Gas Engineer to inform us of any issues and explained that the Housing Officers do prioritise their work, and sometimes it can be difficult to arrange visits.</p> <p>SH asked what does “internal transfer – sensitive let ongoing” and referred to void number 9. Morna advised that there have been a lot of issues with this property in the past and explained what a sensitive let was.</p> <p>Tenancy Sustainment Morna confirmed there is still a high number of referrals to the Welfare Rights Officers. Morna explained that Suzanne and Geraldine have helped a lot of our tenants with benefits and debt advice throughout lockdown.</p> <p>Complaints Morna noted that complaints are starting to settle down.</p> <p>Estate Management Morna remarked that the Housing Officers are carrying out estate management visits and the Maintenance Officer is overseeing the garden maintenance.</p> <p>Morna added that everyone is taking turns and driving about the area when they can.</p> <p>Waiting List Morna advised that there is still movement on the waiting list. Morna explained that she and Grant have a meeting booked in with Home Master to discuss the waiting list going online which will save Grant from loading on the applications to the system. Morna stated that she will provide an update at the next meeting.</p>	
<p>9.0</p>	<p>A.O.C.B</p>	
<p>9.1</p> <p>9.1.1</p>	<p>Policy Review Before the Committee approved the undernoted policy, Lorraine provided an overview of the changes.</p> <p>Card Payment Policy Lorraine explained this is the Associations condensed in-house policy. Lorraine highlighted the only thing that has changed is a sentence has been added to refer to the Payment Card Policy.</p> <p>GH asked if there was a need for this policy and if it could possibly be absorbed into the other policy. Lorraine proposed that she would look into both policies and will provide an update on this at the next meeting.</p>	

<p>9.2</p>	<p>Committee Appraisals and Training</p> <p>Christine advised she had sent the Committee proposals on the appraisal process. MM explained that the Committee identified some training needs which were not carried out due to lockdown. MM then asked if the Committee would like an external appraisal, or if they would rather an in-house appraisal this year, and also complete the training which was not arranged last year.</p> <p>GH expressed that to appease the Regulator we should periodically arrange appraisals with external support. MM agreed with this and then suggested that due to the current circumstances, the Committee could do an internal appraisal this year through Zoom, and next year we would arrange a proper appraisal in person. TT advised that if we do not have external support this year, then we would definitely have to organise this for the next year. MD commented he is happy to do an internal appraisal this year and external next year due to the practicalities.</p> <p>The Committee then took a vote. Six votes were received in favour of carrying out an in-house appraisal this year. Christine advised that the appraisal will be of a similar process to last year and proposed she would send out the forms to the Committee.</p> <p>MM asked what training sessions were not carried out last year. Christine confirmed finance; development/asset management; governance refresher, and code of conduct refresher. Christine suggested that the above training sessions could be put together as a formal programme which we could put out for tender. Discussion then took place on various trainers and Christine agreed she would contact three trainers for prices on the proposed training sessions.</p>	
<p>9.3</p>	<p>Common Room</p> <p>Christine explained that previously the Committee discussed taking back the common room at (property redacted) due to services winding down just before the first lockdown, however, nothing ever came of this. CDHA sent out a survey to residents and the majority preferred to keep the common room.</p> <p>Christine expressed that there is a housing need and the common room is not being used, and residents could use the former office at (property redacted) instead. SH commented it was fair giving the residents the office to use, and VK added that if there is a housing need, this superseded this.</p> <p>Christine explained that there was a part-time housing support officer and they would organise social events, but very few would attend these. Morna added that Lynsay contacted the residents and they voted that they did not require the Advisor anymore. MD expressed that the Association has reasonable cause to take the flat back as it is not being used for the original purpose it was intended for. The Committee then agreed to take the common room back to become a lettable flat.</p>	
<p>9.4</p>	<p>Share Membership Applications</p> <p>Two membership applications were presented to the Committee.</p> <p>The Committee noted that the eligibility of the applications had been checked.</p>	

	The Committee then approved the applications and confirmed that the members would be added to the Share Membership Register and that a Share Certificate would be issued.	
10.0	<p>Date of Next Meeting The next Management Committee meeting will be held on 16th February 2021 at 6:30pm.</p> <p>There being no further business, the meeting closed at 8pm.</p>	