



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 19 MAY 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	✓	
Andy Woodburn	✓	

Attendance 85%

Item No.	Issue	Action by
	The Chair welcomed all attendees to the meeting and thanked everyone for their attendance.	
<b>1.0</b>	<b>Apologies &amp; Declarations of Interest</b>	
1.1	Apologies were received from VK.	
1.2	<b>Declaration of Interests –</b> There were no declarations of interest.	
<b>2.0</b>	<b>Approval of Minutes of 21 April 2020</b>	
2.1	The minutes of the Full Committee meeting held on 21 <sup>st</sup> April 2020 were proposed for approval by PC and seconded by SH.	
<b>3.0</b>	<b>Matters Arising</b>	
3.1	SH asked what the monthly cost report was mentioned at item 1.4. Christine explained that normally we would receive our own Housing Association Grant (HAG) which would be paid out in instalments. On this occasion Home Group had received our grant along with their own and detailed how much had been spent in the monthly cost reports. Normally we would make monthly payments from our private finance element to make up the difference between our costs and grant funded costs, but owing to the Development Agreement not being signed until March 2020 we have made no payments from our private finance. As a result, a final reconciliation has been carried out and the full sum of the drawn down loan was due at the point of signing.	

	There were no other matters arising.	
<b>4.0</b>	<b>Development Report</b>	
4.1	<p>MM introduced Andy Woodburn, Development Consultant to the Committee. Andy thanked everyone for his invitation to the meeting.</p> <p>Andy then explained that he would go through each title of the report and would provide a brief conclusion.</p> <p><b><i>Section redacted due to being commercially sensitive.</i></b></p> <p>The Development Report was proposed for approval by SH and seconded by CC.</p>	
<b>5.0</b>	<b>Finance</b>	
5.1	<p><b>Finance Report</b></p> <p>Clark provided an overview of the bank reconciliation and covered the transfers and regular payments. Clark outlined that the credit card was not used much for the month, and that the interest on the deposit account has improved.</p> <p>Clark asked if anyone had any questions. SH commented that everything looked average this month and there was nothing that really stood out.</p>	
5.2	<p><b>Bills for Approval and Payment</b></p> <p>Clark then gave an overview of the bills for approval.</p> <p>Clark asked if anyone had any questions.</p> <p>GH enquired how frequently Scottish Power send bills, as this seems quite high considering the Association are paying bills for external factors too. Clark and Lorraine then clarified that the majority of this is charged back to our owners as landlord supply.</p> <p>The bills were approved for payment by SH and seconded by GH.</p>	
5.3	<p><b>Factoring Arrears Report</b></p> <p>Lorraine gave an overview of the factoring arrears report and Committee noted that the balance is down from this time last year.</p> <p>Lorraine informed the Committee that payments are still coming in as normal, and a few owners have been in contact explaining they have been put on furlough and have requested to pay in instalments. Clark commented that the balance outstanding is less than half after a month of issuing the bills.</p> <p>CC identified that the numbers below the graph and the graph itself do not match up. Lorraine agreed with this and proposed that she would take this up with Home Master tomorrow.</p> <p>Lorraine then referred to the three cases No's 1, 2, and 3 and advised that there is no change to the cases this month.</p>	
6.0	<b>Directors Report</b>	
6.1	<p><b>Staffing</b></p> <p>Christine informed the Committee that all staff are working well from home. Andrew is settling in well and Lorraine is managing to keep him occupied with various tasks.</p>	

6.2	<p><b>Gas Servicing</b></p> <p>Christine reported that the Association have carried out a number of gas services, about 22 since lockdown. There are 4 cases which have reasons for not allowing access such as the tenants are self-isolating, or a household member has an underlying health condition. We have been able to report 100% gas servicing in the ARC, however, there are a few this month we have not got to. Staff members are keeping detailed spreadsheets of the cases which will not meet the timescale.</p> <p>BS asked if the tenants that are not allowing access are regular offenders. Christine confirmed no.</p>	
6.3	<p><b>General Repairs</b></p> <p>Christine informed the Committee that she had a discussion with Power-lite who are talking to their trades and preparing their office for return. Power-lite will be concentrating on the void flats to get them turned around quickly. At present, people are unable to move homes due to not being able to get white goods or source a removable van.</p> <p>BS asked if we are doing a clean of the void properties before the contractor goes in. BS further explained that at his organisation, there is a 3 day stand-off period from when the keys are received and then they are carrying out a disinfectant clean before any other contractor goes in. Christine stated that we have had no new voids over the lockdown period and confirmed that this will be part of the risk assessment before starting back.</p> <p>BS mentioned that the homeless unit are looking for lets during this time. Morna explained we have one property which is ready, and she has been speaking with her contact at GCC. Morna confirmed this is the avenue she has gone down and will give an update to Committee next month.</p>	
6.4	<p><b>Garden Maintenance</b></p> <p>Christine explained that the garden maintenance service is now fully operational, and the feedback so far has been good. Christine then asked if anyone had any comments. Marion and Patricia both agreed that the contractor has been doing a good job at the moment.</p>	
6.5	<p><b>Cash for Kids Coronavirus Fund</b></p> <p>Suzanne and the welfare rights team applied to the Cash for Kids coronavirus fund for around 25 of our families. We have received this in our bank account which will be transferred to Southside Housing Association. Suzanne will source vouchers and distribute them accordingly.</p>	
6.6	<p><b>Planning for Return</b></p> <p>Christine explained that she has been trying to gather up some things and there has been some difficulty acquiring certain items. Christine has had a discussion with a glazing company about building a permanent glass screen for the reception area. A staff meeting was held via Zoom and all staff members were asked how they would feel coming back to the office.</p> <p>Christine advised that we will not be able to use the interview room as it would not adhere to the social distancing guidance owing to its size. Christine explained we will extend the area in reception with a privacy screen. MM asked if the interview room could be used as an office. Christine confirmed it could be used as an office for a single person.</p>	

6.7	<p>Christine commented that she has been reading guidance from GWSF and SFHA and the Association will be carrying out a detailed risk assessment before going back to the office. Christine mentioned that she envisages HA office staff will be one of the last groups to return to the office to work.</p> <p>CC asked if the Association are planning on measuring the temperature of staff and visitors. Christine identified that this may be quite invasive and there had been no guidance on this so far.</p> <p>CC explained that the Health and Safety person for his workplace has recommended that no visitors come to their office. Christine noted that we will not be open to the public at first.</p> <p>GH referred to the Estate Assistants using their own vehicles and expressed concern as they would require business insurance. Lorraine divulged that we do this as part of Health and Safety and that the Estate Assistants are advised that they should all be insured for business use.</p> <p><b>Reporting to SHR</b> Christine explained that the ARC was not attached to tonight's papers as she had not had the time to check over it or type up a covering report. Christine stated that the ARC would be presented at the Finance and Audit Sub-Committee meeting next week.</p> <p>Christine proposed that she will do a comparison sheet and explained that the Association is doing better in some areas, however, some areas in the tenant satisfaction survey are lower.</p>	
6.8	<p><b>Development</b> Christine advised that Andy had covered this in the development report. Christine explained that the fees were revised in line with the costs that came out. This is now being done on a percentage basis, which has resulted in a lower percentage calculation.</p> <p>MM suggested discussing this further at the Finance &amp; Audit Sub-Committee next week.</p>	
<b>7.0</b>	<b>Management Performance Report</b>	
7.1	Morna advised that the current month in Section 1 should be April, not March and proposed that she would make this change. Morna then gave an overview of the Management Performance Report.	<b>MS</b>
7.2	<p><b>Rent Arrears</b> Morna expressed that rent arrears have increased again and DWP have been in contact informing us that arrears direct and managed payments are on hold due to delays in processing claims. Morna advised that DWP are still taking this from tenants but not giving it to the Association just now. The Housing Officers have been keeping a record of tenants awaiting benefits, so we know when the payments are due in.</p> <p>Morna explained that former rent arrears are still coming in and that this is being monitored. The Housing Officers have been instructed to write out to people, advising that further court action is pending. The Housing Management department is going to look at the arrears procedures on Home Master and change the wording of the letters. Morna will work with the</p>	

<p>7.3</p> <p>7.4</p> <p>7.5</p> <p>7.6</p>	<p>Housing Officers and get their ideas on how we can get the rent arrears in.</p> <p><b>Reletting &amp; Voids</b> Morna explained that reletting is on hold at the moment. Morna is hopeful that next year the SHR will take into account the lockdown period and will exclude some days. There are no new voids at present and repairs on current voids are on hold. Morna explained that we have notified the SHR on this through the monthly Covid-19 update.</p> <p><b>Tenancy Sustainment</b> Morna explained that referrals to welfare rights and money advice is still extremely high and the Housing Officers are still referring tenants to the service. SH asked if you get referred, how do you meet with the Welfare Rights Officers. Morna explained that the Welfare Rights Officers carry out the appointments over the phone and that the forms can be completed and submitted online. Morna confirmed that the Housing Officers are also able to complete the forms too.</p> <p><b>Complaints</b> Morna advised that there have been a few issues with noise complaints, people having parties and not adhering with lockdown rules.  Morna explained that she has been working with a new community officer which is quite a good contact to have. Morna has given her information on a few problem cases.  SH noted that noise complaints have more than doubled from last month. Christine explained that some people may have mental health issues and are not coping well in this situation.  MD enquired if there have been any complaints about graffiti. MM and PC both commented that they have noticed an increase. MD explained that there have been a few windows graffitied and was just seeing if anything had been raised in relation to it. Morna proposed that she will pass this on to the community officer to see what can be done. Christine also mentioned she would email Sandra to see if it could be passed through as general graffiti.</p> <p><b>Estate Management</b> Morna reported that estate management is not applicable for this month as the Estate Assistants have not been out.</p>	
<p><b>8.0</b></p>	<p><b>A.O.C.B</b></p>	
<p>8.1</p>	<p>The following policies were presented for approval:</p> <ul style="list-style-type: none"> <li>• Data Retention Policy and Schedule</li> <li>• Breach Notification Policy</li> </ul> <p>MM asked the Committee if they all had read the above policies. All members agreed. Marion then asked if anyone had any comments.</p> <p>GH noted that in the data retention schedule it refers to Inland Revenue instead of HMRC, which makes the policy look outdated. Christine commented that the data retention policy and schedule is from our Data Protection Officer. Emma proposed that she will change Inland Revenue to HMRC.</p>	

	<p>CC then enquired about the list of all the statutory retention periods. Christine explained that this has come straight from our Data Protection Officer who is an “expert” in the field.</p> <p>Christine noted that the policy makes reference to NFHA, and she would have thought it would be SFHA, but explained that this is a national document. TT commented that she also thought it would be SFHA rather than NFHA.</p> <p>The above policies were then proposed for approval by SH and seconded by GH.</p>	
<b>9.0</b>	<p><b>Date of Next Meeting</b> The next Management Committee meeting will be held on <b>16<sup>th</sup> June 2020</b> at <b>6:30pm.</b></p>	