



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 19 NOVEMBER 2019 AT 6.30 PM IN THE ASSOCIATION'S OFFICES AT 3-5 RHANNAN ROAD CATHCART

### 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 ( <i>Leave of Absence</i> )		
Bobby Pollock	✓	
Trudi Tokarczyk	✓	
Gamal Haddou	✓	
Patricia Crockett	✓	

### IN ATTENDANCE:

Staff Member	In Attendance
Christine Leitch (Secy)	✓
Clark Davidson	
Lorraine Glasgow	✓
Morna Smillie	✓

77% Attendance

Item No.	Issue	Action by
	The Vice 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 MM and VK.	
1.2	<b>Declaration of Interests –</b> There were no declarations of interest.	
<b>2.0</b>	<b>Approval of Minutes of 15 October 2019</b>	
2.1	The minutes of the Full Committee meeting held on 15 <sup>th</sup> October 2019 were proposed for approval by SH and seconded by AP.	
<b>3.0</b>	<b>Matters Arising</b>	
3.1	SH commented that the links to the SHR's website are still live but may change owing to their recent change of address. Emma is aware and looking into this.	
<b>4.0</b>	<b>Finance</b>	
4.1	<b>Finance Report</b> Lorraine informed the Committee that the Finance Report on Home Master is still being worked on as she was not able to edit names when changing the document to excel. Lorraine advised that Designer Software is coming to the office to look into this.	

4.2	<p>Lorraine then provided an overview of the cash book reconciliation, the regular payments and the deposit account.</p> <p>Lorraine confirmed that the bit defender payment has now been refunded to the MasterCard.</p> <p><b>Bills for Approval and Payment</b> Lorraine gave an explanation of the bills for approval and provided a breakdown of the Power-lite invoices/costs.</p> <p>The bills were approved for payment by CC and seconded by SH.</p>	
4.3	<p><b>Factoring Arrears Report</b> Lorraine explained the arrears are similar this year compared to what they were last year and that the reminders have just gone out.</p> <p>Lorraine then gave an overview of the four arrears cases:</p> <p><b><i>Section redacted due to sensitive information.</i></b></p>	
5.0	<b>Directors Report</b>	
5.1	<p><b>Temporary Finance Assistant</b> Christine explained that 2 people attended interviews for the Finance Assistant post. The position has now been filled and is initially for 6 months until Home Master is embedded.</p>	
5.2	<p><b>Corporate Services Officer</b> Christine commented that the next staffing issue relates to the Corporate Services Officer, and proposed to advertise this position internally in the first instance. This is included in the budget for next year.</p> <p>The Committee then approved the creation of this post.</p>	
5.3	<p><b>Appraisals</b> Christine then explained that the Senior Officer's carried out appraisals with the staff. The Senior officers' appraisals will be carried out by Christine next week, and a date will be put in the diary for the Director's appraisal to be carried out once MM is available.</p> <p>Christine asked GH how his Association carries out Committee appraisals. GH explained he has not been directly involved in the process but knows it should be a supportive exercise, identifying strengths and weaknesses.</p> <p>TT noted that Parkhead Housing Association do a more interactive appraisal. SH expressed that everyone may not feel comfortable with this. Christine advised that she would speak to MM first.</p> <p>SH commented that she felt everyone needs to know what is expected. Christine agreed and stated that she will obtain more information and provide this for the next meeting. GH advised that the appraisals should be done on a board meeting night. TT then explained that the purpose of the appraisals is for succession planning for the organisation and not personal scrutiny.</p>	
5.4	<p><b>Staff Satisfaction Survey</b> Christine gave an overview of the staff satisfaction survey results and summarised that the overall response was very positive.</p>	

5.5	<p><b>Welfare Rights Service</b></p> <p>Christine gave an explanation of Suzanne’s report and confirmed that we currently pay for 1 and a half days. GH explained VAT may be charged and this should be showing on the cost that VAT is included.</p> <p>Geraldine is now also trained to collect arrears along with her money advice experience. It is anticipated that Universal Credit will roll out to all in July 2020 so more assistance with arrears would be helpful.</p> <p>Christine further explained that buying the service in would guarantee sickness and holiday cover which we would not have if the Association employed a full time Welfare Rights Officer. This will be worked into the budget for next year which will go to Finance and Audit Sub-Committee.</p> <p>CC enquired who else provides this service. GH explained Cassiltoun send a Welfare Rights Officer to Craighdale. Christine explained that the options are sharing with a larger Housing Association or advertising for an in house provision. Southside manage services on a number of welfare issues and provide services for New Gorbals and Govanhill HA as well as CDHA.</p> <p>Conversation then started regarding how beneficial the service is to the Association. All agreed that in the current climate it is a service that we cannot be without. Also the Regulator expects to see Money Advice along with Welfare Rights as other HA’s have been criticised for not providing this.</p>	
5.6	<p><b>Office Extension</b></p> <p>Christine explained that she has received an email on 4<sup>th</sup> November 2019 stating the contract would be signed. There is no further news.</p>	
5.7	<p><b>Development</b></p> <p><i>Section redacted due to commercial sensitivity.</i></p>	
5.8	<p><b>Freedom of Information</b></p> <p>Christine confirmed all is in place for Freedom of Information and that there is a copy of the data protection compliance audit on the table if anyone wishes to read it. Emma has now done all of the relevant work.</p>	
5.9	<p><b>Court Action</b></p> <p><i>Section redacted due to personal information.</i></p>	
5.10	<p><b>ARC</b></p> <p>Christine then went through a list of what she will be working on for the rest of the year and explained that Senior staff have all been working on the ARC reports for CD Consultancy coming in.</p>	
6.0	<p><b>Scottish Housing Regulator – Self-Assessment against the Standards</b></p>	
6.1	<p>Christine detailed that tonight will be focusing on the areas labelled number 2 which indicates that there is still work to do.</p> <p>Christine expressed that she would like to review job descriptions. SH advised that job descriptions cannot just be changed. Christine clarified that she would not be changing them but standardising the job description styles in conjunction with the staff and making them more corporate.</p>	

	<p>The external tenant satisfaction survey will be renewed in January. It is proposed that the survey will ask questions which are in the ARC and this will be submitted through the iPad's straight onto the system.</p> <p>The Regulator is satisfied that the subsidiary company is now closed. Christine is looking at group policies which will now not need to show CDHA Management and Development Ltd.</p> <p>Christine then gave an overview of the other policies that will be reviewed and explained that a settlement agreement policy will be required as this is a new notifiable event.</p> <p>No further questions were asked.</p>	
<b>7.0</b>	<b>Management Performance Report</b>	
7.1	<p>Morna gave an overview of the Management Performance Report and explained that a Patch breakdown would be provided next month.</p> <p>Committee noted the separation of UC, Housing Benefit and Later Payers. Morna advised the Committee that each patch was not breaking the arrears into these three categories and Morna will work with the Housing Officer's to try and establish a way in which to bring down the late payer category as largely the other two are technical arrears.</p>	
8.0	<b>A.O.C.B</b>	
8.1	<p><b>Policy Review</b></p> <p>The following policies were presented for review:</p> <ul style="list-style-type: none"> <li>• Allocations Policy</li> <li>• Development Policy</li> <li>• Freedom of Information Policy</li> <li>• Environmental Information Regulations Policy</li> <li>• Equality and Diversity Policy</li> </ul> <p>It was discussed that a Sustainability policy statement may be required to go along with the Development Policy. This would be a requirement of funders and if we are successful with a development proposal Christine will work on this with Andy Woodburn.</p> <p>The Freedom of Information Policy is in line with our Data Protection Officer and the Scottish Information Commissioner's Office. It is assured that the Association are now meeting requirements. The Environmental Information Regulations Policy follows on from this.</p> <p>Christine explained the update on Equality and Diversity Policy and suggested that this may need to be reviewed again with SHR's new guidelines.</p> <p>The policies were proposed for approval by SH and seconded by PC.</p>	
8.2	<p><b>Correspondence</b></p> <p>Christine noted that the first correspondence was the SFHA membership renewal. The Committee agreed to renew this.</p> <p>The second correspondence was from the Scottish Housing Regulator. The</p>	

8.3	<p>letter was on the subject of tenant and resident safety and cyber security. Christine gave an overview of the letter and explained what we have in place for the various areas covered.</p> <p>Christine advised that in line with the new guidance from Scottish Government following Grenfell Tower we are well ahead with the installation of the smoke/heat/carbon monoxide alarms. BS suggested that it may be a good idea to notify owners in our blocks regarding upgrading of fire and heat alarms. A discussion took place as to how insurance companies may view a flat in a block that has not been upgraded if a similar event should happen. Christine acknowledged that this was a very good point and advised that we would speak to Bruce Stevenson, our insurance brokers and will put an article in the newsletter once we have been advised.</p> <p><b>Cyber Security Report</b></p> <p>The Committee felt that training on cyber security was a high price and that we could do our own in-house training. Morna advised that this is quite a new training session and should be covered by more companies in the future with more competitive prices. Christine then gave an overview of how we are covered already.</p> <p>The Committee agreed not to go through with this course at the moment.</p>	
8.4	<p><b>Staff/Committee Dinner</b></p> <p>Christine explained to the new members that around the end of January the staff and committee dinner is organised. For the last two years this has been held at Williamwood Golf Club.</p> <p>Christine asked the Committee if they would have a think about where they would like to go and this could be organised at the next meeting.</p>	
9.0	<p><b>Date of Next Meeting</b></p> <p>The next Management Committee meeting will be held on <b>17<sup>th</sup> December 2019</b> at 6:30pm.</p>	