



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 15 JUNE 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	✓	
Trudi Tokarczyk (<i>Leave of absence</i>)		
Gamal Haddou	✓	
Patricia Crockett	✓	
Teresa Gallagher	✓	

IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch (Secy)	✓	
Clark Davidson	✓	
Lorraine Glasgow	✓	
Morna Smillie		✓
Emma Connelly	✓	

Attendance 83%

Item No.	Issue	Action by
1.0	Apologies, Resignations, Declarations of Interest & Notifiable Events	
1.1	The Chair welcomed all attendees to the meeting and thanked everyone for their attendance. The Chair then introduced TG to the Management Committee. Apologies were received from VK.	
1.2	Declarations of Interests & Notifiable Events – GH noted a potential declaration of interest as his organisation is a part of the public procurement initiative.	
1.3	There were no notifiable events to report.	
2.0	Minutes of the Full Committee of Management Meeting 20 April 2021	
2.1	The minutes of the Management Committee meeting held on 20 th April 2021 were proposed for approval by PC and seconded by BS.	
3.0	Matters Arising	
3.1	<i>Section redacted due to confidential information.</i>	CL

4.0	Minutes of the Finance & Audit Sub Committee Meeting 25 May 2021	
4.1	The minutes of the Finance & Audit Sub Committee meeting held on 25 th May 2021 were proposed for approval by SH and seconded by CC.	
5.0	Matters Arising	
5.1	No matters were arising from the minutes.	
6.0	Finance	
6.1	<p>Finance Report Clark provided an overview of the Finance Report. He also covered the bank reconciliation, transfers, and regular payments. Clark noted the acquisition costs for <i>(property redacted)</i>.</p> <p>Clark asked if there were any questions. No questions were asked.</p> <p>The Finance Report was proposed for approval by CC and seconded by SH.</p>	
6.2	<p>Bills for Approval and Payment Clark summarised the bills for approval and highlighted that the biggest items were maintenance and gas servicing. CC highlighted that <i>(Company redacted)</i> is on the payment sheet for £0.00. Christine confirmed they have a spot on the regular run but no bills have been issued this month.</p> <p>The bills were approved for payment by SH and seconded by BS.</p>	
6.3	<p>Factoring Arrears Report Lorraine summarised the factoring arrears report. She advised that the balance at the end of May was far less than it was this time last year. Lorraine reasoned this is due to a lot of big repairs going on at the moment. Additionally, the Association has received <i>(figure redacted)</i> for the Compulsory Purchase Order.</p> <p>Lorraine reported there are no changes to the arrears cases, except for case <i>(number redacted)</i>.</p>	
6.4	<p>Loan Portfolio Return Clark explained the annual statement from the Royal Bank of Scotland highlights how much the Association owes. The loan portfolio return informs the Regulator of our outstanding loans and what our covenants are.</p> <p>Clark pointed out that the Association has <i>(number redacted)</i> loans. He noted there is <i>(figure redacted)</i> outstanding in total for mortgages and <i>(figure redacted)</i> outstanding on residual mortgages.</p> <p>GH asked if RBS has had any discussion with us on the interest rate index coming to an end. Clark confirmed he and Christine have a meeting arranged with them. Clark mentioned Sterling Overnight Index Average (SONIA). GH asked if this would be a direct switchover to SONIA and Clark advised we will see what the bank offers us first. GH and Clark then discussed the base rate.</p> <p>GH highlighted in the March Management Accounts it shows the loan balance at <i>(figure redacted)</i> but in the loan portfolio, it is <i>(figure redacted)</i>. GH asked why there is a difference. Clark explained we receive statements from RBS annually informing us of the outstanding balance. For the Management Accounts, we use the previous year's capital loan repayment as the estimate for the future year. Clark confirmed this is why there is a difference. He</p>	

6.5	<p>reassured that the loan portfolio is 100% accurate and the Management Accounts is an estimate at that point. Christine asked if this happens at his organisation and GH advised he tries to obtain a bank statement or an email confirming what the balance is.</p> <p>Clark reported we are seeking approval to submit the loan portfolio to the Scottish Housing Regulator. The loan portfolio return was proposed for approval by GH and seconded by SH.</p> <p>30 Year Financial Projections</p> <p>It was agreed that the 30-year financial projections would be printed in A3 sheets and posted out to the Committee. This is to give the Committee a chance to look over the projections and come back with any comments. Clark stated the 30-year financial projections will be used to finish off the 5-year projections in the Business Plan.</p> <p>GH asked if there was anything the Committee should be aware of in terms of assumptions or anomalies. Clark confirmed there are none.</p> <p>CC asked if the figures in year 1 etc are transferred throughout all of the sheets. Christine confirmed the figures are transferred throughout and the 30-year projections were submitted later than usual as there was an anomaly in the spreadsheet which took some time to find. GH added that some figures are rolled over such as rents and salaries but for others such as planned projects this should not necessarily be the case.</p>	EC
7.0	Directors Report	
7.1	<p>Covid-19</p> <p>Christine declared there has not been much change from the last meeting. She reported that the Scottish Government has followed the UK Government and set back another month on moving to level 0. Christine expressed working from home is going well and the Association is still able to let properties and carry out repairs.</p> <p>The Welfare Rights Officers are holding face-to-face meetings in reception which are by appointment only. Christine added there is a rota in place now for the admin staff to go in and log incoming and outgoing mail to ensure no letters are being missed.</p>	CD/CL
7.2	<p>Governance</p> <p>Christine confirmed that the Annual Return on the Charter (ARC) has been submitted which was approved last month and the loan portfolio will be submitted following this meeting.</p>	
7.3	<p>Training & Risk Management</p> <p>Christine highlighted the risk training delivered by (Name redacted) and went well and gave us something to think about. She noted that risk management is included as a separate report.</p>	
7.4	<p>Gas Installation</p> <p>Christine reported the gas installation project is still progressing and Craig is hopeful that the works will be finished in August. Christine reasoned the delay is partly attributable to Covid-19 and (Company redacted) rules. A tenant satisfaction survey will be carried out throughout the block for feedback on the project.</p>	

	<p>BS commented it is ironic installing gas central heating at a time when gas is diminishing. BS asked if we have thought about where we are going in terms of carbon emissions and mentioned SFHA's energy forum. Christine confirmed Craig will be involved in the energy forum and proposed she will contact GWSF to see if they are going to release any information on this topic. Christine expressed there needs to be some lead guidance for the sector and referred to electric wet systems and converting gas boilers to hydrogen. Christine justified that this project was to satisfy fuel poverty and to remove uneconomical storage heaters.</p> <p>Christine informed the Committee that (Company redacted) has received complaints on the energy costs for (property redacted). Chris asked if the same heating system was installed in (property redacted). Christine confirmed it is the same system and it was recommended by specialist heating consultants. Christine expressed she thinks we do not have the same complaints as the (property redacted) are probably at a higher level of insulation and will not have ceilings as high. She advised the defect liabilities will be coming to an end soon and we will be carrying out surveys at that point. A question on heating costs will be included in the survey.</p>	CL
7.5	<p>Development Section redacted due to commercial sensitivity.</p>	
7.6	<p>AGM Christine asked if everyone was happy to stand again at the AGM to which the Committee agreed. Christine proposed she would check with VK.</p> <p>Christine explained standing down by rotation as per the rules is AP, SH, and BC. TG will automatically stand down as she joined the Committee to fill a casual vacancy. All members are eligible to stand for re-election again.</p> <p>Details of the meeting have been sent to Clark and the Auditors. SH asked if the AGM would be held in person. Christine assumes at the moment it will be held virtually on Zoom but we will need to decide this ahead of the meeting. Christine explained last year we looked into booking (location redacted). However, this was cancelled due to the rules on the number of people that could meet indoors.</p> <p>CC asked if we attracted more members last year by holding the meeting virtually. Emma confirmed 14 members attended last year and there were a few members who could not attend virtually.</p>	CL
7.7	<p>Digital Engagement Christine expressed that digital is high on our agenda just now. Christine advised that the tenancy engagement team is making progress on connecting tenants with the portal. Grant created a QR code that tenants can scan using their phone camera which takes them onto an informative video guide on how to use the tenant portal. Christine receives a report every morning on the activity on Home Master and tenants are logging on and using the portal.</p> <p>Christine explained she completed SFHA's digital survey and went through the results. Christine held a meeting with (Name redacted) and asked him why we got 100% for cyber resilience. He confirmed this is because the Association has insurance and we have a process in place for dealing with scam emails. Christine and Lorraine have been talking about completing a cyber assurance</p>	

<p>7.8</p> <p>Office 365</p> <p>7.9</p> <p>Responsive Contract Update</p> <p>7.10</p> <p>Gas Servicing</p> <p>7.11</p> <p>Window Replacement Contract</p>	<p>accreditation. Christine expressed she thinks we undersold ourselves with technology-enabled care as we provide Alertacall and she did not include this. SFHA has plans to launch a digital check-up tool for Housing Associations.</p> <p>Christine explained that Office 365 is a document management system and our Data Protection Officer advised that most Housing Association's she works with are using it. Christine advised Emma could drop the Committee papers into a file share and the Committee could access this using a link. In addition, Office 365 files documents and multiple people can work on one document which would ensure everyone is working on the most up to date copy.</p> <p>MM suggested we should look into this. Christine explained she had an initial discussion with our IT Support and it is on her to do list to speak about this further. GH explained his organisation does not have Office 365 but they are also looking into it. He commented it would be very useful as multiple people can work on a document simultaneously.</p> <p>GH then asked do we have 2-factor authentication to log into Home Master. Christine explained we do not have this at the moment but it has been discussed previously. Christine added that staff passwords are changed after a certain period of time.</p> <p>Christine reported that the responsive maintenance contract has gone through Scottish Procurement Alliance. (Number redacted) contractors are currently filling in our schedule of rates. We are hopeful we will have a new contractor in place by the end of June.</p> <p>The Committee agreed to go ahead once work to the schedule of rates was complete. The Committee also noted the contents of the tender report from the external consultant.</p> <p>Christine updated the Committee that (Company redacted) will still be carrying out the gas servicing contract. Christine noted the rate on Scotland Excel is (figure redacted) per unit. However, this does not include the extras that we get at the moment. Christine highlighted for the add-ons this would be (figure redacted) per unit. SH commented it is worthwhile going for the extras. The Committee agreed to go with the price of (figure redacted) per unit.</p> <p>Christine explained that the contractor who has come out as the most advantageous is (Company redacted). Craig is hopeful we will have a tender in place for July.</p>	<p>CL</p>
<p>8.0</p>	<p>Development Report – (Company redacted) Public Procurement Initiative</p>	
<p>8.1</p>	<p>Christine explained that Andy has prepared this report for the Management Committee to note the proposal. Christine advised Andy has extensively researched CDHA becoming a purchaser under the (Company redacted) public procurement initiative. Christine highlighted this is more for new build developments going forward. Christine expressed (Company redacted) has a strong track record of developing for Housing Associations and they operate a framework for consultant and contractors' services that could be utilised.</p>	

	Christine asked if anyone had any points to raise. No comments were made.	
9.0	Housing Management	
9.1	<p>Management Performance Report</p> <p>Christine provided an overview of the Management Performance Report in Morna's absence.</p> <p>Christine reported that the increase in rent collection is due to (number redacted) payments of benefits coming in, however, rent arrears are still slightly up. Lynsay has been contacting all tenants regardless of how small their arrears are to introduce herself as the Arrears & Debt Control Officer and to review all current repayment arrangements. Lynsay has applied for UC payments and deductions where possible and has been chasing up housing benefit as some accounts have been waiting a considerable amount of time for payment due to backlogs. Lynsay is expecting (figure redacted) by way of late payments that should have been collected in May.</p> <p>Christine asked if there were any questions. SH referred to the waiting list table and highlighted there are no applicants for 1 apartments. Emma explained she thinks applicants are considered for both a studio apartment and 1-bedroom property. Christine confirmed she would check this with Grant.</p> <p>Gamal asked if there are (number redacted) rent debits and Christine clarified there are (number redacted) rent debits in a year but (number redacted) housing benefit payments. Christine noted housing benefit is paid 4 weekly. Gamal commented that given we have (number redacted) of extra income, is it really the case that arrears also increased. Christine advised that arrears are based on real money, including former tenant arrears and the rent would pick up a technical arrear. Christine explained that for example, if someone is on full housing benefit and they are waiting on their Xth payment, their account would show as a technical arrear. GH pointed out that the money from housing benefit has come in.</p> <p>Christine explained that a senior staff meeting has been arranged for next week to talk about the issues with the figures and proposed she would add this comment. Christine advised that following the outcome of the meeting, she is hoping to bring a report to the Committee.</p>	<p>CL</p> <p>CL</p>
10.0	A.O.C.B	
10.1	<p>Report on Risk Management</p> <p>Christine explained the risk management report has been put together following the risk management training, the governance review carried out by (Company redacted), the Corporate Services Officer's governance training course, strategic v operational, and Committee discussion on changes to the finance report.</p> <p>MM expressed that some members might not be too keen on holding 2 meetings per month and referred to GH's earlier comment on having a finance, audit, and risk sub committee and moving development to the Management Committee meetings.</p> <p>MM asked if anyone had any comments. GH explained the rationale for his comment is because we do not want the Committee to become too fatigued and this would also burden staff by holding extra meetings. SH expressed she</p>	

	<p>does not think we should have separate Sub Committees and agreed with GH's point.</p> <p>Christine asked if the Committee would like to include a risk section within the finance and audit sub committee. Christine also suggested that every report could include more detail on risk. Christine highlighted we already have risk on the front sheet of every report and asked if we added a more detailed paragraph would that be sufficient.</p> <p>CC asked if the section on risk would be written every time or would it be standard text. CC also suggested using a traffic light system. GH explained at his organisation they have a small section for risk but this should not be standard text. GH pointed out some reports have no risk attached to them but each report should have a risk section. BS agreed and expressed a few sentences would cover this as it would consider all the items in the report. GH mentioned including a section on equality impact assessment.</p> <p>MM asked the Committee if we have decided on the next steps going forward. GH recommended making a small change by adding risk into the Finance and Audit Sub Committee. Christine confirmed this would be fine and we will add another item to the Agenda.</p> <p>Christine advised (Company redacted) also recommended delegating authority for the bills for approval and payment. SH commented she thinks this is fine as other organisations do this. Christine explained this would cut down some of the business and this time could then be allocated to focus on risk. Christine advised this would be discussed at the senior staff meeting. Lorraine is working with Clark on forecasts and cashflows.</p> <p>The Risk Management Report was proposed for approval by SH and seconded by PC.</p>	CL
10.2	<p>Policy Review Before the Committee approved the undernoted policies, Christine provided an overview of each one.</p>	
10.2.1	<p>Succession Planning Policy Christine advised that the Succession Planning Policy had been sitting as a draft. She explained GH had made a comment about including temporary staff. GH expressed the law requires organisations to not treat temporary staff less favourably. Christine agreed and proposed we will add this in.</p>	CL
10.2.2	<p>Committee Recruitment Policy Christine explained the Committee Recruitment Policy is a bolt-on following the internal audit on governance. The Internal Auditor recommended that within the Succession Policy, we should consider a section on Committee Recruitment. Christine explained she has provided this as a separate policy.</p> <p>The policies were proposed for approval by MD and seconded by CC.</p>	
10.3	<p>Website CC mentioned that the accessibility toolbar is on the website. Emma explained the toolbar was installed this week and (Company redacted) will send us a</p>	

10.4	<p>report each month to let us know how many users are using it. Emma added she has a meeting arranged with the marketing executive tomorrow.</p> <p>SH expressed she could not find any information on the bulk uplift service on our website. Emma proposed she would add a section to the tenant's and owners' services pages of the website. GH asked if the QR code Grant created is on the website. Emma confirmed this is not on the website but she will add the video link to the tenant portal page.</p> <p>Pensions Trust</p> <p>Clark highlighted that the pensions trust deficit was <i>(figure redacted)</i> last year and has jumped to <i>(figure redacted)</i> this year. Clark explained that most of the investment is in government gilts and because of the pandemic the gilt market fell considerably. GH commented it is very volatile and we have to look at pensions as a long-term position.</p>	<p>EC</p> <p>EC</p>
11.0	Date of Next Meeting	
11.1	<p>The next Management Committee meeting will be held on 17th August 2021 at 6.30 pm.</p> <p>There being no further business, the meeting closed at 8.00 pm.</p>	