



# CATHCART & DISTRICT HOUSING ASSOCIATION LTD

## MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 16 FEBRUARY 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	✓	
Andy Woodburn	✓	

Attendance 92%

Item No.	Issue	Action by
<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.  Apologies were received from AP	
1.2	<b>Declaration of Interests &amp; Notifiable Events –</b> There were no declarations of interest or notifiable events to report.	
<b>2.0</b>	<b>Development Report – Andy Woodburn</b>	
2.1	<b><i>Section redacted due to commercial sensitivity</i></b>  <i>Andy Woodburn left the meeting at 7.05pm.</i>	
<b>3.0</b>	<b>Minutes of the Full Committee of Management Meeting 19 January 2021</b>	
3.1	The minutes of the Management Committee meeting held on 19 <sup>th</sup> January 2021 were proposed for approval by SH and seconded by PC.	
<b>4.0</b>	<b>Matters Arising</b>	
4.1	Lorraine reported that she looked into the Card Payment Policy in comparison to the Payment Card Policy. Lorraine highlighted that the latter policy is much more elaborate and there is no need for the Card Payment Policy.	

	<p>Christine explained she had written out to the tenants and informed them of the Committee's decision to take back the common room which was accepted by the residents. Christine reported that the former common room will be back as a flat as soon as the works are finished. A new kitchen and shower unit is being installed. Christine advised that residents will be able to put their things in the former office which will be used as a book swap after lockdown. Christine detailed that we will look to reduce the rents at <b>(property redacted)</b> from the beginning of January.</p>	
<b>5.0</b>	<b>Finance</b>	
5.1	<p><b>Finance Report</b> Clark provided an overview of the Finance Report. Clark also covered the bank reconciliation, transfers and regular payments.</p> <p>Clark asked if anyone had any questions. No questions were asked.</p> <p>The Finance Report was proposed for approval by SH and seconded by MD.</p>	
5.2	<p><b>Bills for Approval and Payment</b> Clark summarised the bills for approval and highlighted that the biggest item was for repairs. Clark noted <b>(figure redacted)</b> was paid for external factoring.</p> <p>SH enquired about <b>(company redacted)</b> and commented that she thought CDHA just used Power-lite for reactive repairs. Christine clarified that this company do drainage works and Power-lite still carry out plumbing repairs.</p> <p>The bills were approved for payment by SH and seconded by PC.</p>	
5.3	<p><b>Factoring Arrears Report</b> Lorraine summarised the factoring arrears report and noted that the balance is higher than this time last year.</p> <p>Lorraine then referred to the arrears cases and advised that there is no change to the cases this month.</p>	
<b>6.0</b>	<b>Directors Report</b>	
6.1	<p><b>Data Protection</b> Christine announced that she and Emma had our first meeting with the new Data Protection Officer. Claire looked through our website and was very complimentary. Claire commented that our website was very easy to navigate and she was able to find the sought information quite easily.</p> <p>Christine advised a meeting in March has been arranged and we will be working through an action plan. We will be looking at our contractors and suppliers and making sure the correct agreements are in place.</p>	
6.2	<p><b>General</b> Christine reported that following on from the Scottish Governments update, nothing new was announced so there is no change to our services under current restrictions. SH confirmed only the re-opening of schools was mentioned.</p> <p>Christine explained that for reactive maintenance, we are mainly carrying out emergency repairs and some void works. Power-lite agreed to send in single</p>	

	<p>trades when they can to work on the voids. Christine reported that the Association managed to re-let another <b>(figure redacted)</b> flats after the Christmas holidays, however, some properties have been held for maintenance as they require more extensive works. Christine detailed that gas servicing is still continuing and we have had no refusals so far. SH commented that the gas servicing engineers have good PPE and Christine added they also provide an enhanced service.</p> <p>Christine reported that it has been a busy month for complaints.</p>	
6.3	<p><b>Gas Installation Project</b></p> <p>Christine announced that Craig will provide an update on the gas installation project next week at the Finance and Audit Sub Committee meeting. Christine reported <b>(company redacted)</b> are not allowed to go into tenanted properties and are only doing empty flats at the moment. <b>(Company redacted)</b> are still working and Craig is holding regular meetings with them. Craig has received confirmation that the funding has been extended to the end of May with the final accounts to be presented by the end of August.</p>	
6.4	<p><b>Development</b></p> <p>Christine advised that this section has been covered by Andy Woodburn in his earlier report.</p>	
6.5	<p><b>Business Plan</b></p> <p>Christine apologised to the Committee as she had hoped to bring the Business Plan to the February meeting. Christine is hopeful that the Business Plan will be presented at the March meeting.</p>	
6.6	<p><b>Reporting to the SHR</b></p> <p>Christine noted that we are submitting our returns to the SHR again. We have not received feedback on this or the Annual Assurance Statement.</p>	
6.7	<p><b>Bulk Uplift</b></p> <p>Christine informed the Committee that she put the bulk uplift services tender on the SFHA website and the closing date is Friday 19<sup>th</sup> February 2021. Christine advised that she has received communication from only one company so far, who asked sensible questions such as the undertaking of dumping mattresses and fridges etc. Christine has received confirmation from GCC that the contractor would be able to dump mattresses and fridges. The Association would send the company details to the council who would add them to a list of approved contractors.</p> <p>MD and PC mentioned some bulk has been left in the back courts.</p> <p>CC added that he went onto the app and requested a bulk uplift and was given a date, however, the bulk is still there. BS commented when he requested an uplift they responded well.</p> <p>Christine asked if anyone had any questions or comments on the Directors Report.</p> <p>GH commented that it is interesting that only one firm has submitted an interest in the bulk tender. Christine clarified that only one contractor has asked questions and she does not know how many contractors are planning to submit a tender. Christine confirmed she will know once the closing date has passed.</p>	

	GH asked if Christine could keep the Committee updated on this. Christine proposed that she would send the Committee an email and will provide an update at the Finance and Audit Sub Committee meeting next week.	
<b>7.0</b>	<b>Management Performance Report</b>	
7.1	Morna gave an overview of the Management Performance Report.	<b>MS</b>
7.2	<p><b>Rent Arrears</b> Morna reported that rent arrears are still increasing.</p> <p>Morna explained that she spoke to GH today on void rent loss as he asked why the figure is still the same. Morna advised that <b>(figure redacted)</b> properties do not have charges on them as they are on hold due to current restrictions, and <b>(figure redacted)</b> of our properties are in the lettable stage. Morna is checking the completion dates on these properties and imagines this figure will increase slightly. Morna detailed that this is a new report and staff are still learning on how to report on this accurately.</p> <p>Morna noted there are <b>(figure redacted)</b> tenants in arrears and this includes new UC claims. Morna then provided further information on case <b>(number redacted)</b>.</p>	
7.3	<p><b>Reletting &amp; Voids</b> Morna reported that there are <b>(figure redacted)</b> voids which will be held until work can commence again once restrictions are lifted. A senior staff meeting has been arranged on Friday and staff will put together a rota for contractors once we are out of lockdown. Morna proposed to report on this next month.</p> <p>Morna confirmed that the target for void loss is <b>(figure redacted)</b>. Morna then referred to the KPI report and noted that last year the figure was <b>(figure redacted)</b> and this year it is <b>(figure redacted)</b>. GH commented that quite a number of Housing Associations are seeing a spike in arrears but also for void loss during the year due to the inability to allocate and let properties. GH highlighted we have to charge rent but still put this through as a void loss.</p> <p>Christine provided an update on <b>(property redacted)</b> which is still void.</p>	
7.4	<p><b>Tenancy Sustainment</b> Morna expressed there are still a high number of referrals to the Welfare Rights Officers.</p> <p>MD asked if there have been enquiries on heating assistance. Morna confirmed there have been enquiries, and Sandra has been helping our tenants get in touch with GHeat who help tenants manage heating bills. Morna added Sandra recently received a compliment regarding her help on this. Morna reported Geraldine also assists tenants, and phones utility companies on behalf of our tenants to set up affordable repayment plans.</p>	
7.5	<p><b>Complaints</b> Morna summarised the various complaints received.</p>	
7.6	<p><b>Estate Management</b> Morna remarked that the Housing Officers are carrying out estate management visits and the Maintenance Officer is overseeing the garden maintenance.</p>	

7.7	<p><b>Waiting List</b> Morna advised that there is still movement on the waiting list. Morna explained that Designer Software informed her that out of all of their clients, CDHA's waiting list is the largest and our area is the most desirable. Christine added that Designer Software now have <b>(figure redacted)</b> Housing Association's on their books.</p>	
8.0	<p><b>A.O.C.B</b></p>	
8.1	<p><b>Waiting List Going Online</b> Morna explained that she has been working with Grant and Designer Software on the waiting list going online and it looks great. Morna advised that applicants can access it from our website and upload their own details which will automatically find their place on our waiting list. Grant will still go on to check their details and will also contact applicants with points etc.</p> <p>Morna reported that we have did some testing and there were a few areas to be tweaked which Home Master have amended to suit our needs. Morna proposed she will email Craig to go live with the system.</p>	
8.2	<p><b>Housing Management Team Report – Distribution of Duties</b></p> <p><b>Section redacted due to confidential information.</b></p> <p>The Housing Management Team Report on distribution of duties was approved for approval by MD and seconded by SH.</p>	
8.3	<p><b>Committee Training Proposal</b> Christine detailed she had a discussion with <b>(name redacted)</b> on Committee training, and as a result this is the proposal they have put forward. Christine advised she had a discussion with GH who mentioned that we were hoping for more than one proposal. Christine explained that after the last Committee meeting, she felt that the appraisals would need to be done quickly and for the training sessions to be arranged.</p> <p>VK asked if there is anyone else that can provide training. Discussion then took place regarding different trainers. Christine proposed to contact <b>(names of trainers redacted)</b> and that the training would be spread out over the course of the next financial year.</p>	
8.4	<p><b>Scotland Excel Membership</b> Christine explained that Scotland Excel have put together a framework of contractors and have secured the best rates of contractors well used by Housing Associations. Christine advised that the joining fee is not expensive and this would save more money in the long run.</p> <p>Christine explained Scotland Excel will help us with planned maintenance contracts such as kitchen and bathroom replacements as the contractors are on their tried and tested framework. As a result, this would save a lot of time. Christine expressed Craig is keen to become a member as this would set these contracts up quicker.</p> <p>BS commented that his Housing Association have been looking at Scotland Excel and it looks good. BS added that the number of frameworks Scotland Excel is enormous and it is useful to be a member. GH remarked that</p>	

8.5	<p>benchmark “clubs” such as Scotland Excel provide a lot of value for the organisation due to the quality checks etc.</p> <p>Christine explained we are seeking approval tonight to join Scotland Excel. The Committee agreed for the Association to become a Member of Scotland Excel.</p> <p><b>Policy Review</b> The following policies were presented for approval:</p> <ul style="list-style-type: none"> <li>• Business Continuity Policy</li> <li>• Committee Member Induction Policy</li> <li>• Gifts, Hospitality and Donations Policy</li> </ul> <p>Christine advised that the above policies have been reviewed and any changes are highlighted in red text.</p> <p>Christine asked if anyone had any questions on the policies.</p> <p>SH commented that on page 4 of the Business Continuity Policy it states under accidents “there are adequately trained first aid staff and adequate first aid supplies”. SH highlighted that adequate is mentioned twice. Christine confirmed that the first word adequately has been highlighted to be removed. BS then asked if adequate is a good word to use. Discussion then took place regarding possible options to replace adequate.</p> <p>The policies were proposed for approval by VK and seconded by PC.</p>	
8.6	<p><b>GWSF Membership Affiliation 2021/22</b> Christine asked the Committee if they would like to renew our membership with GWSF. All members agreed.</p>	
9.0	<p><b>Date of Next Meeting</b> The next Management Committee meeting will be held on <b>16<sup>th</sup> March 2021 at 6:30pm.</b></p> <p>There being no further business, the meeting closed at 8.30pm.</p>	