



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 15 FEBRUARY 2022 AT 6.30 PM VIA ZOOM CLOUD MEETINGS

PRESENT:

Committee Member	Attended	Apologies
Marion McMillan (Chair)	✓	
Alastair Penney (Vice Chair)	✓	
Chris Carr (Treasurer)	✓	
Sue Harper	✓	
Bruce Strathearn		✓
Valerie Kyle		
Betty Carter		✓
Trudi Tokarczyk	✓	
Gamal Haddou	✓	
Patricia Crockett	✓	
Teresa Gallagher	✓	

IN ATTENDANCE:

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

Attendance 72%

Item No.	Issue	Action by
1.0	Apologies, Declarations of Interest & Notifiable Events	
1.1	Apologies were received from BS and BC.	
1.2	There were no declarations of interest.	
1.3	There were no notifiable events to report.	
2.0	Minutes of the Full Committee of Management Meeting 18 January 2022	
2.1	The minutes of the Management Committee meeting held on 18 th January 2022 were proposed for approval by SH and seconded by CC.	
3.0	Matters Arising	
3.1	MM asked if any matters were arising. SH referred to the public holiday discussion at item 7.2 in the minutes and asked if Christine had received a reply from (Organisation redacted) . Christine commented she circulated a response to staff and Committee. She then explained that they had discussed this with (Organisation redacted) who felt we receive more public holidays than the private sector. The Friday and Monday public holiday in May has been moved to the following week to align with the Queen's Jubilee. Christine confirmed we are receiving the same number of public holidays.	

3.2	<p>Follow Up Actions Report Emma went through the key highlights and actions taken arising from the Management Committee meeting held on 18th January 2022. She noted the following:</p> <p>6.1 Management Performance Report Morna has updated the rent arrears cases table in the report. The table now displays the number of cases with arrears between (figures redacted), and above (figure redacted).</p> <p>6.2 Grant Funding Morna will provide a verbal update on the grant funding later in the meeting.</p> <p>7.1.1 Communications Policy Emma has added the definition of media into the policy and also updated the wording of the sentence which now reads as “any device or computer should mainly be used for business use”.</p> <p>7.2 Public Holiday Emma advised this has already been covered by Christine.</p>	
4.0	<p>Finance</p>	
4.1	<p>Finance Report Lorraine provided an overview of the Finance Report and covered the bank reconciliation, transfers, and regular payments. She advised we paid (figure redacted) for the acquisition of (property redacted). Lorraine noted what expenses were paid on the MasterCard. Christine highlighted that our bank balance is rising.</p> <p>(Number redacted) payment run was made in January and a breakdown has been provided. Lorraine pointed out the invoices for (Company redacted) stand out and provided the reasons as to why.</p>	
4.2	<p>Factoring Arrears Report Lorraine summarised the factoring arrears report and highlighted the arrears are down from this time last year.</p> <p>Lorraine then provided an update on the arrears cases.</p>	
5.0	<p>Directors Report</p>	
5.1	<p>Directors Report Christine explained the Director's Report has been laid out differently and each section has been put into categories.</p>	
5.2	<p>Governance</p>	
5.2.1	<p>Planned Maintenance Audit Christine advised that the planned maintenance audit is ongoing and (Name redacted) was working with (Name redacted), but unfortunately, (Name redacted) is now off.</p> <p>Christine is now in contact with (Name redacted) to get the rest of the documents over, however, as he did not receive the documents in time he will not be in a position to present the audit report at the Finance and Audit Sub Committee. Christine expressed we are hopeful the audit will be complete for the March Committee meeting.</p>	

5.2.2	<p>Committee Appraisals</p> <p>Christine detailed the Committee appraisals are underway. The first stage of the appraisal process is completing surveys and (Name redacted) has sent out links to two surveys to the Committee and one to senior staff members. She advised the surveys are anonymous and we will not know who has completed them. Emma will be sending out a reminder email next week asking everyone to fill out the surveys. Christine added if anyone needs any assistance they can contact Emma or herself. (Name redacted) will be attending a Committee meeting and then will be holding individual sessions.</p>
5.3	<p>Development</p>
5.3.1	<p>Section redacted due to commercial sensitivity.</p>
5.4	<p>Landlord Compliance</p> <p>Christine explained Grahame is working largely on compliance management with Joe and a joint meeting was held last week. Christine has been assisting and putting spreadsheets together. (Company redacted) has agreed that they will load the spreadsheets onto our system so going forward we will be able to take regular reports on the different areas of compliance.</p> <p>Christine advised we are making progress on the smoke and heat alarms contract, however, there are more flats than we knew of that were not complete and in essence, they have not met the timescale. She noted there is a shortage of supplies and Grahame and the contractor have been shopping about to find a suitable product. Grahame will provide a report at the end of the month detailing what properties are left. The Scottish Government has confirmed at present they are not taking any action for non-compliance. Christine expressed the works have been delayed due to Covid-19 and (Contractor) ceasing to trade.</p>
5.5	<p>Maintenance</p> <p>Christine reported all of our closes have been surveyed for close painting. In (Name redacted)'s absence, Christine will speak to (Name redacted) to add the contract to (website redacted). The survey has identified (number redacted) closes and they have been categorised into excellent, good, and poor. Christine and Grahame feel we do not need to do all the closes and will remove the excellent and good ones from the initial list and the rest will be fed into the stock condition survey.</p> <p>(Company redacted) will be carrying out the stock condition survey and we have negotiated a price of approx. (figure redacted). She explained that (Company redacted) will update the flats they surveyed the last time and will also take more samples so we should hopefully have a survey representative of (figure redacted) of our stock rather than (figure redacted). The forms that will be used are all regulatory tested on SHQs and EESSH.</p> <p>Christine announced we have instructed (Company redacted) to update the valuation of our stock which is required to be done every 3 years. By updating our stock, we will get today's price of what the value is. Christine explained we could look at releasing some properties that the bank has held for security or we can keep this as further security for any development projects.</p> <p>GH asked if the valuation is for all of the properties that the Association owns. Christine confirmed this is for all of them and detailed that (number redacted)</p>

<p>5.6</p> <p>5.7</p> <p>5.8</p> <p>5.9</p>	<p>are currently provided in security at the bank and approx. (number redacted) is leftover as unencumbered.</p> <p>Staffing Christine had hoped to get the staff appraisals out this week and aims to send these out next week. Christine and MM met today and confirmed that the Director's Appraisal will be arranged.</p> <p>Accountancy Services Christine explained that (Name redacted) had sent in the Management Accounts early. He has confirmed our covenants and surpluses are fine. The budget is very detailed and there was input from all senior staff members. GH asked what their assumptions are for the salary uplift as (Organisation redacted) has not concluded this. Emma confirmed it is (figure redacted) in the draft budget.</p> <p>Regulatory Section redacted due to confidential information.</p> <p>General Section redacted due to confidential information.</p>	
<p>6.0</p>	<p>Housing Management</p>	
<p>6.1</p> <p>6.2</p>	<p>Management Performance Report Morna reported she has been helping Lynsay out with the arrears. She has written out to her cases and introduced herself. She will give everyone to the end of the month to get in contact before she starts chasing them.</p> <p>Morna then gave an update on the serious cases.</p> <p>Grant Funding Morna informed the Committee that we will be receiving just under (figure redacted) from the tenant arrears grant funding. She has identified (number redacted) tenants who went through hardship during Covid when their arrears had built up.</p> <p>Morna explained the purpose of the funding was to prevent people from the threat of homelessness and she has gone with the cases she felt needed the help.</p>	
<p>7.0</p>	<p>A.O.C.B</p>	
<p>7.1</p>	<p>Rent Consultation Morna explained we received a great response to the rent consultation from using the QR code. She noted we have received (number redacted) more responses compared to the last consultation. Christine highlighted (number redacted) tenants have chosen the 4% option and (number redacted) went for 4.5%.</p> <p>Morna explained the rent consultation was received well and the comments have been very positive. MM commented it is good that we have a fair number of tenants participating. GH expressed he thinks we should go with the majority and this also shows the Committee has listened to tenants' views.</p> <p>The rent increase of 4% for 2022/23 was proposed for approval by SH and seconded by Gamal Haddou.</p>	

<p>7.2</p>	<p><i>TG left the meeting at 7.15 pm.</i></p> <p>Hybrid Meeting Solution Christine attended a meeting this afternoon with (Name and Company redacted). She explained that some people were in a room and everyone else was on Zoom and it did work, however, you could not see everyone on camera and did not know who was talking. SH commented this would make it difficult for the person taking the minutes. Christine expressed she is not trying to dissuade the Committee but wanted to make everyone aware that there can be some issues with hybrid meetings. CC pointed out there are cameras that can track the speaker and there are also ceiling-mounted microphones.</p> <p>GH explained the solution he brought forward for his organisation was about (figure redacted) times more expensive than this proposal but that included a TV set. He expressed this proposal was quite reasonable and suggested exploring a better camera. TT commented that hybrid meetings are always a compromise and (Name redacted) stated that a few organisations have invested in the Owl Meeting Pro. It was agreed that Emma would look into a camera that can track the speaker.</p> <p>CC asked if the solution would only be used for Committee meetings. Christine advised we could use this when having meetings with (Company redacted) and also for staff meetings.</p> <p>The hybrid meeting solution report was proposed for approval by SH and seconded by PC.</p>	<p>EC</p>
<p>7.3</p>	<p>Committee Meeting in the Office Christine explained she and MM met today and discussed holding meetings in the office again. She advised we would have to take into account that the meeting room has no windows or natural ventilation but we could open the doors. MM asked the Committee for their thoughts on attending the office for the April meeting. AP expressed he is looking forward to things going back to normal. TT commented she thinks Spring/Summer might be our chance to hold a meeting in person. CC agreed and suggested it might be more practical going back to Zoom in the winter.</p> <p>The Committee then discussed the various extra measures which could be put into place to attend the meeting in person such as social distancing and all Members would take a lateral flow test on the day of the meeting. The Committee agreed on holding the meeting in the office in April if the weather was good, however, if the weather is poor the meeting would be held on Zoom.</p>	
<p>7.4</p>	<p>Policy Review Before the undernoted policies were approved, an overview was given of each one.</p>	
<p>7.4.1</p>	<p>Statement of Services Christine explained that Lorraine has been disconnected from the meeting but there are two small changes to the policy which has come from the Property Managers Association. MM referred to the financial and charging arrangements section and asked about the management fee. Christine confirmed a report on the new factoring charges is going to the Finance and Audit Sub Committee next week.</p>	

7.4.2	<p>Factoring Policy Christine explained changes have been made to pages 7 and 12 in the policy. She advised that the internal auditor requested we add these amendments to the policy.</p>	
7.4.3	<p>Equipment Replacement Policy Emma explained the Equipment Replacement Policy was a recommendation from the recent audit. Emma and (name redacted) are going to work together on putting an inventory of all ICT equipment. CC asked if the inventory will include the devices the Committee have been issued and Christine confirmed yes. Gamal highlighted there is a specific reference to (Company redacted) and suggested changing this to the mainstream supplier. Christine agreed that this would be amended.</p> <p>The Statement of Services and two policies were proposed for approval by SH and seconded by CC.</p>	EC
8.0	<p>Date of Next Meeting</p>	
8.1	<p>The next Management Committee meeting will be held on 15th March 2022 at 6.30 pm.</p> <p>There being no further business, the meeting closed at 7.30 pm.</p>	