



CATHCART & DISTRICT HOUSING ASSOCIATION LTD

MINUTES OF THE FULL COMMITTEE OF MANAGEMENT MEETING HELD ON TUESDAY 17 JANUARY 2023 AT 6.30 PM IN THE ASSOCIATION'S OFFICES AT 3-5 RHANNAN ROAD

PRESENT:

Committee Member	Attended	Apologies
Alastair Penney (Chair)	✓	
Marion McMillan (Vice Chair)	✓	
Chris Carr (Treasurer)	✓	
Sue Harper	✓	
Bruce Strathearn	✓	
Valerie Kyle (<i>Leave of Absence</i>)		
Betty Carter	✓	
Trudi Tokarczyk	✓	
Gamal Haddou	✓	
Patricia Crockett	✓	
Teresa Gallagher		✓
Lesley Dunan	✓	

Attendance 90%

IN ATTENDANCE:

Staff Member	Attended	Apologies
Christine Leitch (Secy)	✓	
Lorraine Glasgow	✓	
Grahame Cairns	✓	
Emma Connelly	✓	
Craig Brock (Zoom)	✓	

Item No.	Issue	Action by
1.0	Apologies, Declarations of Interest & Notifiable Events	
1.1	Apologies were received from TG.	
1.2	There were no declarations of interest.	
1.3	Christine informed the Committee that there was (number redacted) notifiable event to report.	
2.0	Housing Management System Demonstration	
2.1	Alastair introduced Craig from (Company redacted) to the Management Committee. Craig provided some background information on (Company redacted) and explained the system went live in (date redacted) . CDHA was their first customer, and they now have (number redacted) clients, soon to be (number redacted) . He expressed they receive positive feedback from their customers in terms of how they manage support tickets and how they regularly enhance the product. Craig detailed that (name redacted) works with them for (number redacted) days per year to look at the (area redacted) reports and indicators.	

	<p>GH asked what the customer satisfaction levels are and if this is measured. Craig advised they carry out an annual survey that goes out to all customers. They received an overall rating of <i>(number redacted)</i> out of <i>(number redacted)</i> from the last survey carried out in <i>(date redacted)</i>. Craig highlighted the majority of responses were <i>(number redacted)</i> out of <i>(number redacted)</i> and the lowest response was <i>(number redacted)</i> out of <i>(number redacted)</i> which is a neutral answer of neither satisfied nor dissatisfied. SH commented <i>(organisation redacted)</i> does provide good customer service. Craig expressed that the housing management system is a best practice system.</p> <p>Craig shared his screen and provided an overview of the quick access tiles on the home page. He then explained the system has new facilities and can carry out <i>(service redacted)</i> which removes manual input.</p> <p>AP commented the session was very informative. The Committee then thanked Craig for the demonstration.</p> <p><i>Craig Brock left the meeting at 7 pm.</i></p>	
3.0	Minutes of the Full Committee of Management Meeting 20 December 2022	
3.1	The minutes of the Management Committee meeting held on 20 th December 2022 were proposed for approval by SH and seconded by CC.	
4.0	Matters Arising	
4.1	There were no matters arising.	
4.2	<p>Follow Up Actions Report</p> <p>Emma went through the key highlights and actions taken arising from the meeting. She noted the following:</p> <p>9.7 Accountancy <i>(Company redacted)</i> has been contacted and we have asked to relinquish the <i>(service redacted)</i>. They require <i>(number redacted)</i> months' notice.</p> <p>11.2 Factoring Lorraine has given notice to the <i>(number redacted)</i> closes to withdraw our factoring service.</p> <p>11.5 Committee and Staff Dinner <i>(Venue redacted)</i> has been booked for <i>(date redacted)</i>.</p>	
5.0	Finance	
5.1	<p>Finance Report</p> <p>Lorraine provided an overview of the Finance Report and covered the bank reconciliation, transfers, and regular payments. She advised we paid valuation <i>(number redacted)</i> to <i>(Company redacted)</i> for <i>(address redacted)</i> and we received <i>(figure redacted)</i> in HAG. Christine pointed out there will be a final account. Lorraine detailed we claimed <i>(number redacted)</i> stage 3 adaptations and received <i>(figure redacted)</i> in grant.</p> <p>She reported that we received <i>(figure redacted)</i> from <i>(organisation redacted)</i> for the cost-of-living support grant. Christine explained Grant had suggested dehumidifiers, however, tenants would need to spend money on electricity to run them. Grant was in the process of putting together a care package that would include thermal vests, hot water bottles, blankets etc. SH commented she read that if you cannot hang your washing out, the dehumidifier takes out the water and stops the house from getting damp.</p>	

5.2	<p>Christine expressed dehumidifiers cost a lot to run and BS commented some are very low wattage.</p> <p>Lorraine highlighted the deposit account is sitting at (figure redacted) and (figure redacted) is lodged in the higher interest account. BS asked if the payments for the (hotels redacted) are recharged. Lorraine confirmed this is claimed through insurance and is for people that had to move out of their house.</p> <p>Lorraine explained we are manually uploading invoices onto the system but we are on the waiting list for (service redacted). Once this is set up, we can add the auditor as a temporary user, and he can click on works orders and see the invoices instead of going through paper files.</p> <p>BS referred to the payment for plants to prevent dampness and asked if this has worked. Christine detailed we put a policy together, wrote a newsletter article, and uploaded leaflets on our website. She advised plants absorb moisture and Grant purchased some plants and advertised this on Facebook for tenants to collect.</p> <p>SH asked if we are now charging tenants for (service redacted). Lorraine confirmed the service has been cut down to (address redacted). Christine explained we asked tenants if they would like to pay for the service themselves or give the phone back. Those who have opted to keep the service have a contract set up with (company redacted) directly. SH then asked if (company redacted) is doing any (service redacted). Lorraine clarified they are not doing any work but the (service redacted) is charged over the year and we pay this monthly.</p> <p>The Finance Report was proposed for approval by SH and seconded by PC.</p> <p>Factoring Arrears Report</p> <p>Lorraine summarised the factoring arrears report and highlighted the balance at the end of December is (figure redacted). She explained the half-yearly bills have been sent out, so the balance is likely to increase.</p> <p>Lorraine then provided an update on the arrears cases.</p> <p>The Factoring Arrears Report was proposed for approval by PC and seconded by GH.</p>	
6.0	Directors Report	
6.1	<p>Regulatory</p> <p>Christine received an email last week with the amended engagement letter and the (item redacted) has been removed. The engagement letter details that the Association is compliant and that we will provide monthly updates on the EICRs programme. GH commented it is good to have this cleared off.</p>	
6.2	<p>Governance Matters</p> <p>Christine explained (name redacted) has not got back to her yet but GH had emailed her about doing update training. GH proposed to chase this up. Christine asked the Committee if they would like to incorporate a staff training day on the policies to give everyone a general overview. She expressed the policies do not need rewriting.</p>	GH

6.3	<p>Development Section redacted due to commercial sensitivity.</p>	
6.4	<p>Maintenance Christine advised that <i>(name redacted)</i> is now in post as <i>(job title redacted)</i>.</p>	
6.5	<p>Landlord Compliance Christine announced that the EICRs programme is <i>(figure redacted)</i> complete.</p>	
6.6	<p>Flats Proposal Section redacted due to commercial sensitivity.</p>	
6.7	<p>Proposed Rent Increase Christine explained <i>(organisation redacted)</i> sent an email to its members about <i>(name redacted)</i>.</p> <p>BS commented there was an article in the <i>(newspaper redacted)</i> quoting that there are rent increases in the social sector of up to <i>(percentage redacted)</i>. GH asked what the range was from <i>(organisation redacted)</i>. Christine confirmed this was <i>(percentage redacted)</i> to <i>(percentage redacted)</i> which is why we went for those options. She highlighted no organisation has gone with below <i>(percentage redacted)</i> this year. TT commented in England they are allowing social landlords to increase their rents by up to <i>(percentage redacted)</i>.</p> <p>Christine asked for the member's views on the rent increase options. SH and MM agreed they thought <i>(figure redacted)</i> was too much. GH explained he thinks <i>(percentage redacted)</i> or <i>(percentage redacted)</i> and mentioned with the staff salaries and increments these costs will be nearer <i>(percentage redacted)</i>. Christine explained she saw somewhere suggesting <i>(percentage redacted)</i> and <i>(percentage redacted)</i>. CC confirmed the weighted average is <i>(percentage redacted)</i>.</p> <p>AP expressed it is hard to justify an increase of <i>(percentage redacted)</i>, especially with the consultation responses. LD added those who voted for <i>(percentage redacted)</i> may accept <i>(percentage redacted)</i> easier than <i>(percentage redacted)</i>.</p> <p>GH advised taking on AP's point that the majority of tenants have gone for the <i>(percentage redacted)</i> option and the Committee recognises that with our costs, <i>(percentage redacted)</i> is too low but <i>(percentage redacted)</i> is fair and reasonable. LD asked what the rent increase was last year. Christine confirmed it was <i>(percentage redacted)</i>.</p> <p>The Committee agreed on a rent increase of <i>(figure redacted)</i> for 2023/24.</p>	
7.0	<p>Housing Management</p>	
7.1	<p>Management Performance Report Grahame provided an overview of the Management Performance Report. He highlighted that rent collection is down and some payments did not come through which has had an impact on the rent arrears. Grahame has looked at the missed payments and indicated if we did not have the Christmas break, the arrears would probably be about the same.</p>	

	<p>He reported the void rent loss has increased. The void loss figure does not include the long-term voids that are held with maintenance.</p> <p>BS asked if we have a dedicated void team. Grahame confirmed we have a contract in place with (Company redacted) and they have a void coordinator. MM asked how long is left of the contract. Christine confirmed it started in (date redacted) and will end in (date redacted).</p> <p>BS asked if we have a target for the different types of voids. Grahame explained we have (number redacted) days and (number redacted) days voids but there are not many (number redacted) day turnarounds. BS then asked how quickly a new tenant is signed up for a property once the works are complete. Christine explained the Housing Officers have applicants ready to sign up as soon as the works are finished.</p> <p>TT asked who carried out the complaints training. Grahame confirmed this was (name redacted).</p> <p>Christine asked the Committee what they thought about making the Management Performance Report a quarterly report. She expressed this might show the trends better as we would be comparing 3 months at a time. TT commented she thought this would be fine, but the Committee should keep an eye on the arrears. The Committee agreed on receiving a monthly Arrears Report and a quarterly Management Performance Report.</p> <p>The Management Performance Report was proposed by SH and seconded by LD.</p>	
8.0	A.O.C.B	
8.1	<p>Policy Review Before the undernoted policies were approved, an overview was given of each one.</p>	
8.1.1	<p>Capability Policy No changes were proposed.</p>	
8.1.2	<p>Settlement Agreements The policy now refers to UK GDPR and the equalities impact section has been moved into the equality impact assessment.</p>	
8.1.3	<p>Whistleblowing Policy The contact names and details in Appendix 1 have been updated.</p>	
8.1.4	<p>Standing Orders A few minor amendments were made including that policy refers to the updated 2020 Model Rules.</p>	
	<p>The policies were approved by SH and seconded by PC.</p>	
8.2	<p>Share Member and Committee Member Application Emma explained we have received a Share Member application from (name redacted). The Committee noted that the eligibility of the application had been checked. The membership application was approved. The Committee then confirmed that the member would be added to the Share Membership Register and that a Share Certificate would be issued.</p>	

	A Committee Member application was also received. Christine confirmed she would schedule a meeting with <i>(name redacted)</i> to discuss his application further.	CL
9.0	Date of Next Meeting	
9.1	The next Management Committee meeting will be held on 21st February 2023 at 6.30 pm. There being no further business, the meeting closed at 8.15 pm.	