

HILLHEAD HOUSING ASSOCIATION 2000

Minutes of the Management Committee Meeting held on Wednesday 3 June 2020 at 4pm via Zoom

Present: C Taylor L Scott
Cllr S Murray R Smith
S Niven S Niven

In Attendance: S Macintyre, Director
C McKiernan, Housing Manager / Depute Director
S Tait, Head of Development & Property Services
M White, Head of Corporate Services
K Tait, Corporate Services Assistant

S Macintyre began the meeting by informing Committee that Mary Docherty had requested her leave of absence continue and asked for Committee's approval. Committee subsequently agreed to continue a leave of absence for Mary Docherty.

1. APOLOGIES

Apologies were received from Gary Jackson and David Wilson.

Post meeting note: (Walid Hasan had left a message on the answerphone advising he could not attend due to illness).

2. DECLARATIONS OF INTEREST AND DEFERRED ITEMS AND ELECTION OF OFFICE BEARERS

There were no declarations or deferred items

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETINGS

Management Committee Meeting – 6 May 2020

Page 2 Item 4: Directors Report – section 3 Current Position

C Taylor asked if there was going to be any support provided to staff currently working in the office as the volume of incoming calls was increasing and was becoming difficult for one member of staff to keep on top of. M White informed Committee that a fourth member of staff is now attending the office to help with the number of calls the office is receiving. It was advised that the correct measures have been made to ensure social distancing and appropriate hygiene is maintained.

The minutes were subsequently approved by L Scott and seconded by C Taylor.

Audit Committee Meeting – 13 May 2020

C Taylor asked if there could be any update on the Component lifecycle accounting which had to be reviewed. S Tait advised that this would be covered in the stock condition survey which had started before lockdown, it was noted that 88 of the 166 properties that were to be surveyed were carried out but the other surveys have been delayed. S Tait added that he had made contact with Ian Thomson of Thomson Cost Consultants to break down the component costs of Braes O'Yetts which had been sent over to Pat Long at FMD on the day of the meeting.

After reading over these minutes they were approved by S Niven and seconded by L Scott.

4(i) DIRECTOR'S REPORT

1. Scottish Housing Regulator

S Macintyre informed Committee that the Association had submitted its monthly return for April by the due date of 7 May 2020. At the time of the meeting no analysis of the return had been received from the Regulator. S Macintyre added that the monthly return for May is to be submitted by 8 June 2020.

Committee noted that the Regulator has pushed back the deadline for the 5 Year Financial plan from 31 July 2020 to 30 September 2020.

S Niven asked if the Association would still be looking to submit the 5 Year plan to the Associations normal timescales or take advantage of the pushed back date. S Macintyre advised that the Association will look to take advantage of the later deadline to allow the Association to carry out more of the stock condition survey if the association did not do that then it would be putting in 5 year projections based on estimates.

2. Recovery Planning – Post Lockdown

S Macintyre explained to Committee that S Tait has convened a working group with other members of the Association's staff team. The working group will look at how more staff can get back into the office and also assist in a planned reintroduction of the various services the Association carries out like allocations and routine repairs.

3. Current Position

Committee noted that there has been an increase in the number of calls coming into the Office. L Tait (Finance Assistant) has volunteered to come back to work in the office to assist K Tait (Corporate Services Assistant) with calls from tenants.

S Macintyre reminded the Committee that there are currently 3 members of staff who are furloughed. S Macintyre asked Committee for approval to extend the furlough period for another 3 weeks. Committee subsequently approved this.

3.1 Housing Management

Rent Arrears

C McKiernan advised Committee that rent arrears had increased to £196,024 at the end of May, a rise of £8,000 from the end of April. C McKiernan added that the Association should receive around 75% of this £8,000 through Universal Credit. However this figure may come in lower than this due to tenants applying at later dates or tenants not paying their rent when they receive UC directly. The Committee noted that the Association is trying to keep a record of any tenants who have been in contact to say that they are struggling to pay their rent. It was also noted that some tenants have been reluctant to pay their rent over the phone, but these tenants are keeping the money aside to pay the rent in full once they can get out and about.

Allocations & Voids

S Macintyre and S Tait advised the Committee that void works to properties for which tenants had previously been identified for letting would be prioritised for completion.

3.2 Property Services

Repairs Service

S Tait informed the Committee that the Association had issued 54 repair orders to Rodgers and Johnston over April and May with a total spend of £7,000 compared to £27,000 at the same time last year. S Tait added that James Frew had carried out 57 repairs over the same period of time for gas related repairs. The Committee noted that 17 properties that had their gas services outstanding have now been completed At the time of the meeting there were 15 properties still with an outstanding gas service.

Environmental Works

S Tait confirmed that P1 Solutions will be back on site on 8 June 2020

Fire Safety Regulations

S Tait explained to Committee that the GWSF had informed the Association that the Scottish Government decided not extend the deadline for all properties to be compliant despite 2/3's of RSL'S lobbying for an extension.

4. IT

Committee noted that the Management team were attending a meeting on 4 June 2020 with the Association's IT consultant to discuss moving the Association's Omniledger server to a "hosted server" which will save the capital cost of purchasing a new server as well as reducing our revenue costs for backups which are currently done remotely.

5. Strategic Planning

S Macintyre advised that the Association was looking to combine the Business plan with the internal management plan. However due to lockdown this has had to be put on hold.

6. Business Planning

S Macintyre informed Committee that the Associations Finance agents are still working on a review of the Association's Longer Term Financial plans but it is likely a completion date will be pushed back to August. S Macintyre advised Committee however that a key part of the completed version of the plan relates to the stock condition survey which have been put on hold and are yet to complete. It was noted that due to this the Association is working with incomplete data meaning that the report may need to include estimates for a proportion of our stock.

7. Internal Audit

S Macintyre advised that when the Association has completed the ARC return the Association's internal auditors are going to carry out a validation Audit of the ARC Validation. Due to the deadline for the ARC to be submitted being pushed back it will give the Association time to bring the Internal Auditor's findings to Committee and any changes can be made before submission.

8. External Audit

S Macintyre advised that the external audit will take place in June and advised that with L Tait (Finance Assistant) now back working in the office the process should proceed a lot more smoothly.

9. Adoption of Model Rules

S Macintyre informed Committee that Marion Davis, BTO Solicitors had drawn up a 1st draft of revised new rules. S Macintyre advised that there have been a few rule changes that are Hillhead specific and asked if Committee would be happy to delegate the reading over of the new rules to a smaller sub-committee. S Macintyre also suggested to Committee if they would be happy to for himself to continue working on the rules with Marion at BTO. Committee were happy with S Macintyre to continue to work on the rules with Marion and that a further report be brought back to the next Committee meeting.

10. Freedom of Information (FOI)

Committee noted that the next quarterly return has been submitted to the Information Commissioner on time. It was also noted that there had been no FOI requests submitted to the Association and only 1 subject access request which was responded to within the permitted timescales.

4(ii) Internal Management plan 19/20

Committee noted the contents of the Internal Management Plan for 19/20. S Macintyre advised that there were two business objectives where progress had not been achieved as planned and these related to the Cycle Path project and the level of rent arrears.

4(iii) Internal Management Plan 20/21

S Macintyre informed Committee that the Association has set out 16 draft business objectives for the year ahead and asked Committee for their approval. This was agreed.

5. Policies

Committee were issued a set of 6 policies for approval.

Alcohol & Drugs Policy

S Macintyre advised that the only changes to this policy and a number of the other policies is changes to the external agencies and their phone numbers as they have went out of date. Committee subsequently approved this policy.

Policy on Principal Officer Remuneration

Committee subsequently approved this policy.

Staff Expenses Policy

Committee subsequently approved this policy.

Information Security Policy for Payment Terminal (Chip and Pin)

S Macintyre advised Committee that this is a required policy by the chip and pin supplier to have in place. L Scott requested that a glossary of terms be added to explain the acronyms within the policy. This was agreed and the policy was subsequently approved.

Role of Committee Office Bearers

Committee subsequently approved this policy.

Whistleblowing Policy

This policy will be deferred to the next Management Committee Meeting.

6. A.O.C.B

S Macintyre advised Committee that the next meeting is due to take place In August however due to the current situation this meeting in August would have a very crowded agenda. S Macintyre suggested that a meeting take place on the first Wednesday of July at 5pm. Committee agreed for the meeting to take place at this time.

8. DATE OF NEXT MEETING

Management Committee Meeting Wednesday 1 July 2020

Minutes prepared by: K. Tait, Corporate Services Assistant
8 June 2020

A handwritten signature in black ink, appearing to read "Jane Taylor".

Chairperson's Signature:

Date: 21/08/20

Copies of the above reports are available on request.