

Cernach Housing Association

Minute of Management Committee

Meeting Held Thursday 28 May 2020, 5.30pm, Boardroom, 79 Airgold Drive, Drumchapel



Meeting to be held via Zoom

Meeting will incorporate business from postponed meeting on 16 April 2020

1. Present

J Brannan	S Frank	M Mellon
F John	J McFarlane	D McMillan
S McDonald MBE	A Biddell	K McGinley

In attendance

P Baylis	LJ Richards	A Smith
K Dyson	P Long (FMD)	H Lochran
O Gaffney (Share)	C Armstrong	

Minute taker

A Smith

2. Apologies

- 2.1 Apologies were received from M Wylie, A Keegan, and T Bowie **Noted**
- 2.2 R McGill has submitted a request for a leave of absence until august. Committee approved this. **Approved**

3. Declaration of interest

There were no declarations of interest. **Noted**

4. Minutes of previous meetings

- 4.1 The minutes of the Management Committee meeting held on 5th March 2020 were proposed by J McFarlane and seconded by F John. **Approved**

5. Matters arising

- 5.1 Item 5.1: P Baylis advised that FMD Financial Services were successful in the tender for the provision of finance services. C Jardine wrote to them to confirm this however due to lockdown there has been no new agreement in place. Therefore they will continue with their services as normal until July when we hope to have an agreement in place. This will continue at the same cost as last year.

Item 12.2: Close Cleaning Contract. We had 4 bids and 3 will continue to the next stage. However due to the current pandemic, procurement has been suspended until restrictions are lifted by the Scottish government. Until then CAS Cleaning Services will continue until the end of June.

Item 12.3: The proposal to rename the Cernach Office to Marion McDonald house will take place once renovations have been completed. C Jardine contacted J Thomson former Director of the Association and she was delighted and honoured to accept our invitation. **Noted**

J Brannan advised Committee that there was a change to the agenda and that agenda item 7.6 would now be brought forward to be presented before Agenda item 6 **Noted**

7.6 Development update

- 7.6.1 C Armstrong presented his report on Invercanny Drive.
- 7.6.2 After meeting with McTaggart's they have advised that for staff to return, there will be new H&S measures in place. This will be taking place as of Monday 29 May. The proposed date for site operatives to be onsite is currently 8 June however C Armstrong will contact McTaggart's for confirmation of this.
- 7.6.3 C Armstrong noted on his report regarding the contract. Due to the nature of pandemic and how it couldn't be anticipated, we are taking advice from TC Young regarding points on the contract. An extension of time can be sought if lost but not on costs lost.
- 7.6.4 C Armstrong informed Committee that the introduction of COVID-19 restrictions, the pace of work will decrease. The construction industry has experienced a drop of 30% in efficiency. It is also experiencing a problem sourcing materials. All this will have an impact on our rental income as this will mean a delay in the handover of houses, which could possibly be January.
- 7.6.5 After questions from M Mellon and A Biddell, C Armstrong confirmed that both McTaggart's and the Association will be impacted by additional costs.

- 7.6.6 C Armstrong noted for Linkwood Drive, our contract is with GHA so our dialogue is with them. Only emergency repairs are being carried out which will impact our defect programme. There may be issues with landscape and green areas but we can't determine that just now.
- 7.6.7. Our final account for Linkwood Drive will be due to us shortly.
- 7.6.8 Office Extension – Kirkwoods have advised that it will still be a few weeks before they return to work. This is due to the work being carried out indoors with social distancing needing to be adhered to. They have also applied for an extension of time. With staff working from home there may be the opportunity to complete internal works and decoration prior to having staff return to working in the office.
- 7.6.9 C Armstrong has advised that he is speaking to the Architect to introduce social distancing measures while extension is undergoing.

C Armstrong left the meeting

6. Director's report – 16 April 2020 postponed meeting

6.1 Integrated grant fund – update.

- 6.1.1 P Baylis informed Committee that we had received confirmation of funding for the Community Connector's post allowing T Scanlon and Thriving Places Drumchapel to continue their great community work **Noted**

6.2 Complaints Report

- 6.2.1. A Smith presented the complaints report, highlighting the year on year increase in complaints received by the Association. Although the increase is notable we are pleased that previous training that staff undertook is being put into practice. It also shows that tenants and owners alike are comfortable and trusts us to come forward with their complaints if the service they received is not the service they expect from the Association. These complaints allow us to be continuously improving at all times.

- 6.2.2. The Committee noted the contents of the report. **Noted**

6.3 Entitlements, payments and benefits report – 2019/20

- 6.3.1 P Baylis advised Committee that there were two entries in the register this year. First one relates to a Committee member and second one relates to a connected person. Both of these had been approved at Committee meetings held on 2 August and 12 September 2019 and both relate to tenancies. Our

auditor confirmed that all processes in place had been carried out correctly and policy adhered to in the allocation of these tenancies.

6.3.2 The Committee noted the contents of the report. **Noted**

Committee member Susan McDonald MBE joined the meeting

6.4 Annual Assurance Statement

6.4.1 P Baylis presented excellent feedback from the SHR regarding our AAS. After some feedback, we will complete some minor adjustments following SFHA government guidance and these will be completed later in the year. We are also delighted to receive a positive letter from the SHR regulation manager regarding our statement, given it's the first one.

6.4.2 J Brannan congratulated staff on their efforts and hard work and is delighted with feedback.

6.4.3 The Committee were asked to note the contents of the report **Noted**

7. Director's Report – 28th May 2020

7.1 Management accounts to March 2020

7.1.1 P Long presented the narrative summary and key figures for the Association within the management accounts to March 2020. It was noted that it may be too soon for the real impact of coronavirus to be illustrated.

- The figures within these sets of accounts are the first draft of this year's accounts to March 2020. Once other transactions have been identified and brought into the accounts, the accounts will be audited and then presented to committee for approval.
- The operating surplus for the year is just over £1m which is higher than budgeted surplus of £799,000. This is due to lower management costs and lower planned maintenance costs offset by lower rental income.
- The statement of financial position notes net assets at March 2020 of £11.412m.

7.1.2 Committee approved the management accounts. **Approved**

P Long and K Dyson left the meeting.

7.2 Lockdown Report

- 7.2.1 P Baylis presented the report and advised that this will be an ongoing report during COVID-19 whilst a remote service is being delivered.
- 7.2.2 This report discusses items that are having to be address because of the current lockdown situation and will discuss areas that may need decisions from the Committee.
- 7.2.3 P Baylis advised Committee on the Association's position compared to averages across the RSL sector from the feedback received from the SHR on the first month's return by the sector. P Baylis discussed the keys impacts of homelessness representations across the city at this time. P Baylis also advised the next return is due on 8 June 2020.
- 7.2.4 Management Committee noted the contents of the Business Continuity table and they agreed they would like this brought to future meetings.
- 7.2.5 Management Committee noted decision not to furlough staff. This was after staff were consulted on their day to day duties, enquiries taken via phone and email and generally how busy they were. Staff are all focusing on Income Maximisation in order to tackle the arrears. However this will be kept under review.
- 7.2.6. P Baylis advised that there is no immediate cash flow concern and that stress testing would be carried out at a later date. Committee noted that the stress testing will occur before submission of the Five Year Financial Projections (FYFPs). P Baylis reported that a letter was received today from SHR to advise the FYFPs submission has been further extended until 30.9.20. Also the Annual Financial Statements deadline has been extended to 31.12.20, this is in line with the Coronavirus (Scotland) No. 2 Bill to extend the RSLs timescales to submit annual financial statements from within 6 months to period of end in which they relate, to until 9 months.
- 7.2.7 Strategic business planning will be put on hold as our Strategy Away day could not be carried out due to COVID-19. This year we will work with guidance from SFHA and SHR to focus on recovery rather on planning. We will look at our KPIs and review some of them at our next meeting in July. With everything moving to online, it would be challenging to hold a planning day under these circumstances. Committee agreed to delay our away day until next year, with the option to review it later on in the year
- Approved**
- 7.2.8 The last P&D sub meeting was held in February and we postponed March and April's meeting due to COVID-19. It was agreed that the next meeting will go ahead on 25 June 2020. It was noted that May's figures would be used

rather than going back to January's figures.

Approved

7.2.9 The Housing Services Manager is to have same level of delegated authority as the Director and was approved by Management Committee, given the unprecedented times we are working in. It was agreed by Committee that this makes good business sense.

Approved

7.2.10 Management Committee agreed for new model rules to be deferred until 2021 and a notifiable event will be raised.

Committee are asked to note report

Noted

F John & S Frank left the meeting

7.3 Recovery plan

7.3.1 P Baylis presented the report on the Recovery Plan highlighting some issues that may need to be addressed as we move towards getting 'back to normal'

7.3.2 The Association will continue to work with Scottish Government and Sector guidance. What was normally classed as business planning is set aside to focus on getting organisations back on track once lockdown is lifted and staff return to the office.

7.3.4 Senior management team and staff will adapt plan as developments occur. Again this is a live document that will continue to change as and when it requires. This will be addressed each week at the senior staff meeting.

Noted

7.4 Committee appraisals

7.4.1 P Baylis introduced Olwyn Gaffney – Share, to deliver presentation.

7.4.2 The presentation and draft Committee appraisal questions will be sent to all Committee members and feedback will be gathered. The findings will be given to Share in order for changes to questionnaire to be implemented. Once completed this will form part of a training programme later on in the year, and will include individual one to one meetings which will last around one hour.

7.4.3 O Gaffney continued to observe Committee for the rest of the meeting.

Noted

7.5 Housing management and maintenance – key indicators

- 7.5.1 H Lochran delivered the report relating to repairs and maintenance.
- 7.5.2 H Lochran advised that for 20/21 that % of gas certificates issued on time may differ from the previous year 100% achievement. This is due to COVID-19 where some people are shielding, self isolating or unwilling to allow access to operatives to their homes given the current climate.
- 7.5.3 LJ Richards delivered the report relating to housing management.
- 7.5.4 LJ Richards highlighted gross rent arrears are sitting at 3.62% however this may change when submitted to the ARC due to delay in UC credit payments and HB payments..
- 7.5.5 LJ Richards has advised the void loss has reduced year on year
- 7.5.6 LJ Richards informed Committee that the re-let days for void properties has reduced to 9.5days which was a fantastic achievement by staff.
- 7.5.7 P Baylis also informed Committee that whilst some of our properties are ready to let, the energy companies are not sending any operatives into properties that are not classed as emergencies. Void properties are classed as non-emergencies. This will also impact our figures.
- 7.5.8 Committee members noted the contents of the report. **Noted**

8. Policy review – 16 April 2020 postponed meeting

- 8.1 P Baylis presented Dealing with allegations of fraud and highlighted the changes to Committee. **Noted**
- 8.2 P Baylis pointed out that there has been no changes in law to GDPR policy that was introduced in May 2018. David Mills, DPO from RGDP was consulted and confirmed content was accurate. **Noted**
- 8.3 P Baylis has informed Committee that Equality and Diversity policy will be delayed in updating due to new guidance which is due to come out. Once this is received we will update our policy accordingly. **Noted**

9 Policy Review

9.1 There are no policy reviews due in May

10. Sub-Committee minutes and recommendations – Nothing to report

11. Membership and use of seal – This is currently suspended

12. Correspondence – Nothing to report

13. Good news spot

13.1 H Lochran informed Committee of a thank you phone call received from tenant. They stated that our staff and contractor carried out a fantastic job under these circumstances and were delighted with the service received. A quality service was delivered under difficult circumstances at these times.

13.2 Thriving Places Drumchapel were awarded £40,000 from the Scottish Government's Supporting Communities fund. This will be used within our community supporting those affected by this pandemic. Groups that this grant will assist will be those in-work poverty, self employed and experiencing fuel poverty. This is great news for the whole of Drumchapel

14. AOCB

15. Date and time of next meeting

15.1 The next meeting will be on **Thursday 02 July 2020** and will be held via Zoom starting at 5.30pm. Invites will be sent out by email and Whatsapp.

Chair: Date: